

Navori QL Server Installation and Maintenance Manual

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**Navori QL
Digital Signage
Software Platform**

**Navori QL Server Installation
and Maintenance Manual**

Version 1.34.0.19

Updated November 5, 2015

Navori QL Server

This section covers how to install, configure and maintain the QL Server application.

Server system requirements

Navori QL Server is a service that runs under any version of Windows 7, Windows 8 (including Embedded), Windows Server 2008 R2, Windows Server 2012 or Windows Server 2012 R2

This application requires Microsoft SQL Server (Express or full SQL) and Microsoft IIS Server.

For a detailed requirement list, visit the [Navori web site](#) and look under **QL Server > Technical > Hardware Requirements**.

Preparing the QL Server Host PC

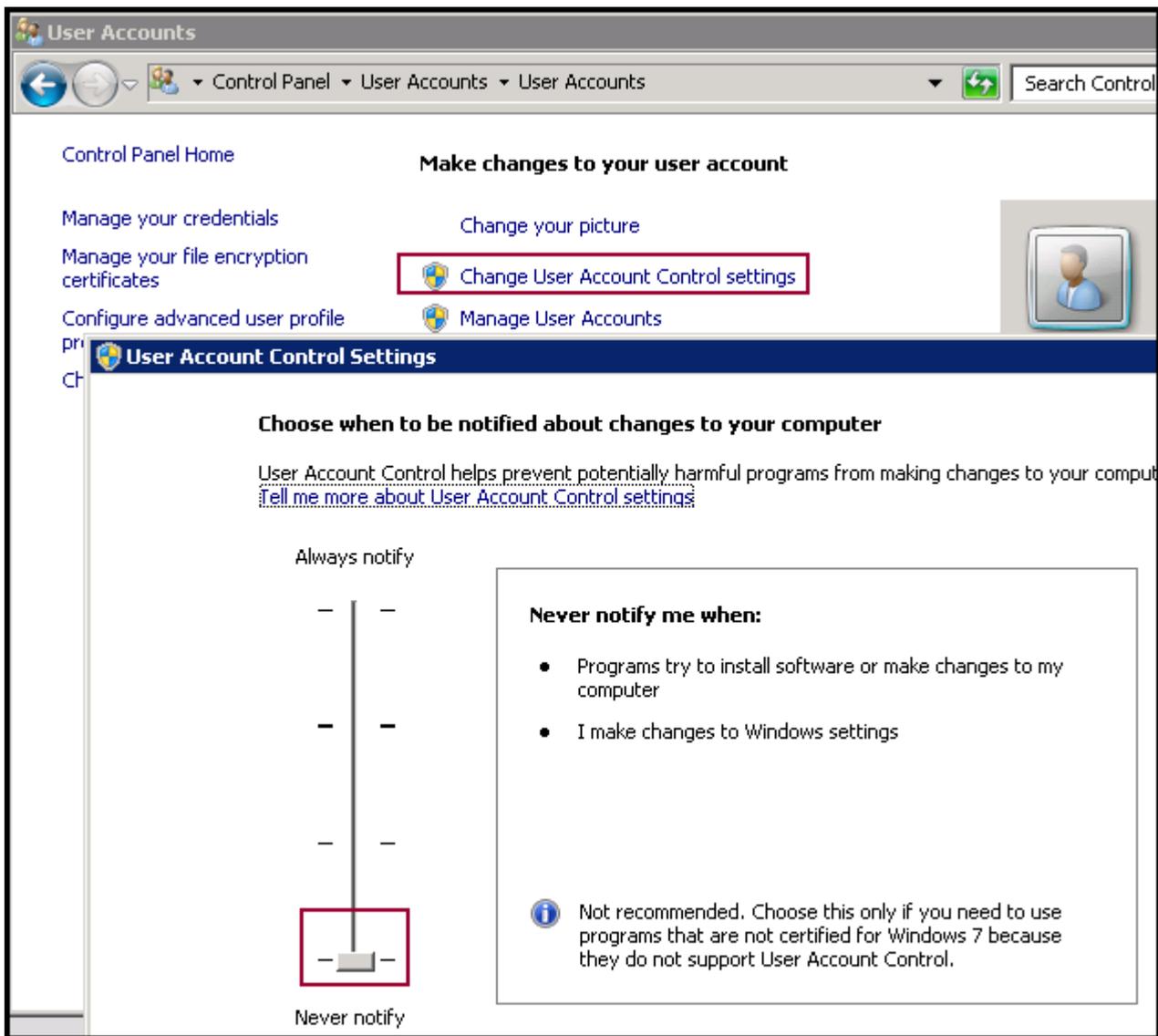
The following section contains the instructions you should follow to ensure your server host PC is properly configured prior to installing the Navori QL Server application.

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.

On Windows 7 and Windows Server 2008 R2 this is a manual step. Please set the user account UAC as in the image below:



On Windows 8 and Windows Server 2012 this step is performed automatically by the Navori QL Server installer and does not need to be done manually. **NOTE:** The QL installer will reboot your machine after automatically adjusting the UAC settings.

Step 1. Installing Microsoft SQL Server

- Navori QL requires Microsoft SQL Server 2008 or greater in either Express or commercial versions.

Please note the following differences between SQL Server Express and Commercial Editions:

- **Maximum Database Size:** 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.
- **Database Backups:** 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 are installing 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 install SQL Server using a named instance and you can use the recommended default instance name of "SQLExpress" or "SQLServer".
- 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 links below to download SQL Express with Advanced Server, the recommended version.

Windows Server 2008 R2

Download SQL Express 2008 R2 with Advanced Services from:

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

Windows Server 2012

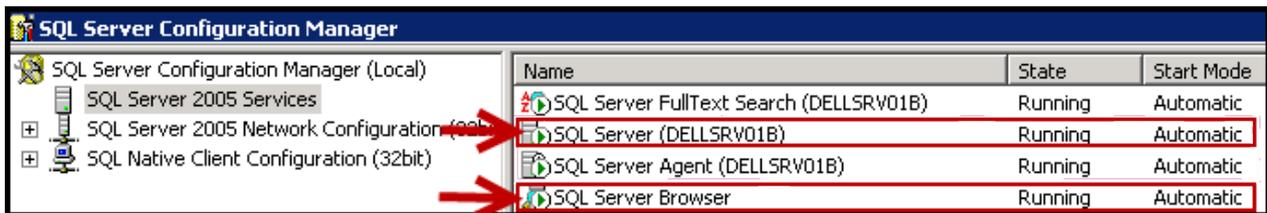
Download SQL Express Server 2012 with Advanced Services from:

http://download.microsoft.com/download/8/D/D/8DD7BDBA-CEF7-4D8E-8C16-D9F69527F909/ENU/x64/SQLEXPADV_x64_ENU.exe

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

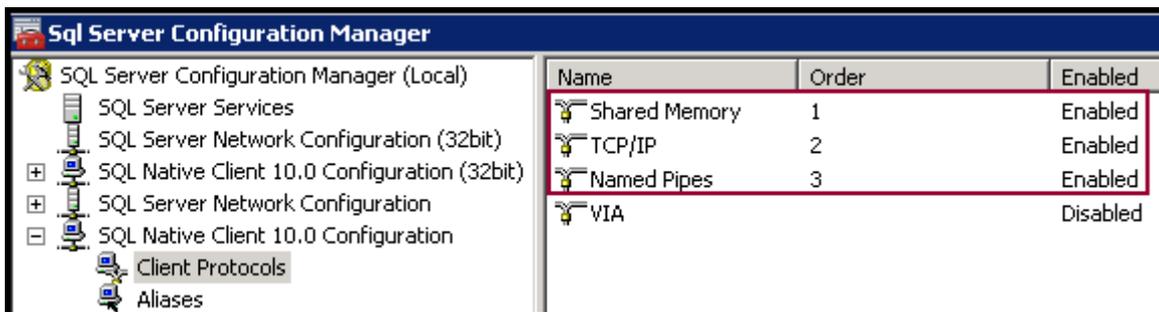
Once SQL Server is installed you must follow the steps below to configure it properly for Navori QL Server:

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 **Client Protocols** entry, make sure that **Shared Memory**, **TCP/IP** and **Named Pipes** are set to "enabled".

3. SQL User – General Settings

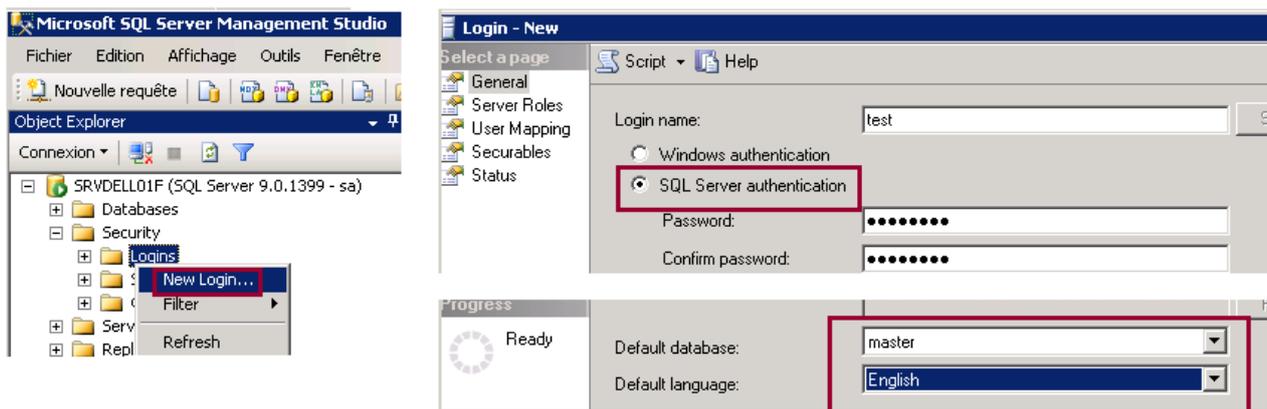
- You must create a Navori-specific login account using the **Microsoft SQL Server Management Studio**.

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, enter it as follows: "IP address:Port Number". In the case where the server is in a DMZ, you must enter the address as follows: 10.2.230.4,5000. You must use a comma (,) instead of the colon (:) between the IP address and the port number for a DMZ otherwise it will not work.

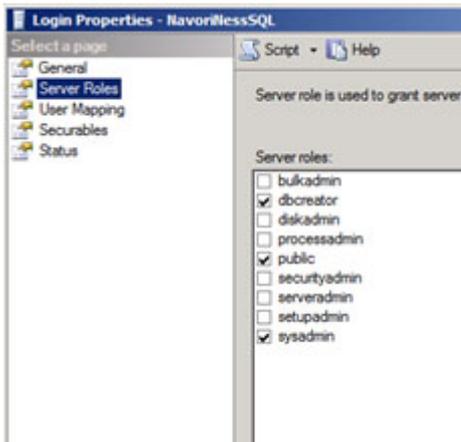
- Log into your SQL server using **Microsoft SQL Server Management Studio**
- Once you are connected to your SQL server open the **Security** folder, right-click on **Logins** and select **New Login...**
- When creating your new login account you **must** set it to use **SQL Server Authentication**
- Un-check **Enforce password expiration** to prevent the password from expiring
- Set the Default database to **master** and **Default language** to **English**



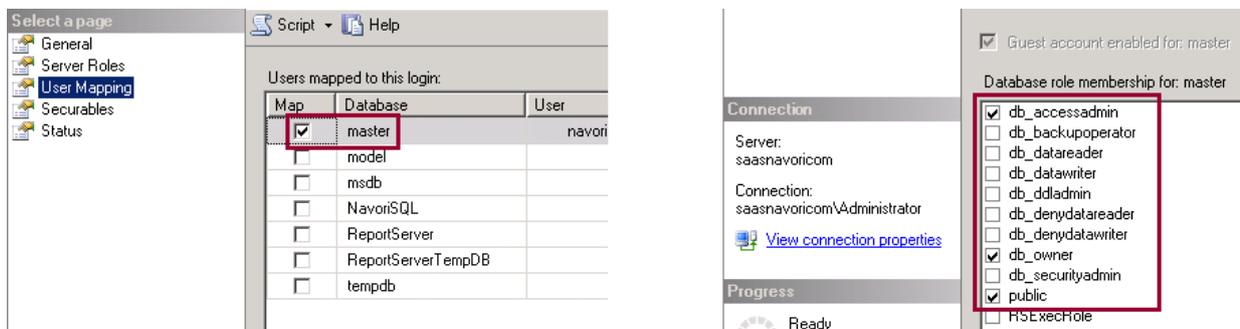
- Next, you must assign the **Server Roles** and **User Mappings** settings

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 bottom pane
- Click OK to save the user
- When you have completed creating this login account, your SQL Server will ready to use
- Re-start the SQL Server service to ensure your settings have been registered by the application
- Test out your new SQL login user by connecting to the SQL Server using SQL Server Management Studio and the new login account
- If the connection fails, make sure your SQL Server is configured to accept both authentication modes.
- To check this open the Server > Properties and go to the Security tab



- Under Server Authentication, make sure to select **SQL Server and Windows Authentication mode**.
- Restart SQL Server
- Try connecting to your SQL server using the new Login account again to confirm that it works
- The next section describes how to configure Microsoft IIS server so it can be used with Navori QL

Server

Special considerations for SQL 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 that the SQL Server Name corresponds to an "IP:Port Number" (such as is the case in a DMZ for example) you must enter the address as in the following example: **10.2.230.4,5000** (substitute the example IP address and port number with your installation IP and port).

Note that 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 Server

Installing and Configuring Microsoft IIS Server

Microsoft IIS needs to be installed and configured on your Navori QL Server PC with the following features.

Windows Server (2008 R2 or 2012)

Installing Windows IIS Server on Windows 2008 R2

If Microsoft IIS is not currently installed, open your **Server Manager**, right-click on **Roles**, and select **Add Roles**. In the Add Roles Wizard select **Web Server (IIS)** and press **next**. Your IIS Server will install. When the IIS Server installation is completed, open **Roles**, right-click on **Web Server (IIS)** and select **Add Role Services**. Now you can select the IIS features to be installed

Installing Windows IIS Server on Windows 2012

If Microsoft IIS is not currently installed, open your **Server Manager**, click on **Add Roles and Features**. In the Add Roles and Features Wizard select **Web Server (IIS)** and press **next**. Now you can select the IIS features to be installed.

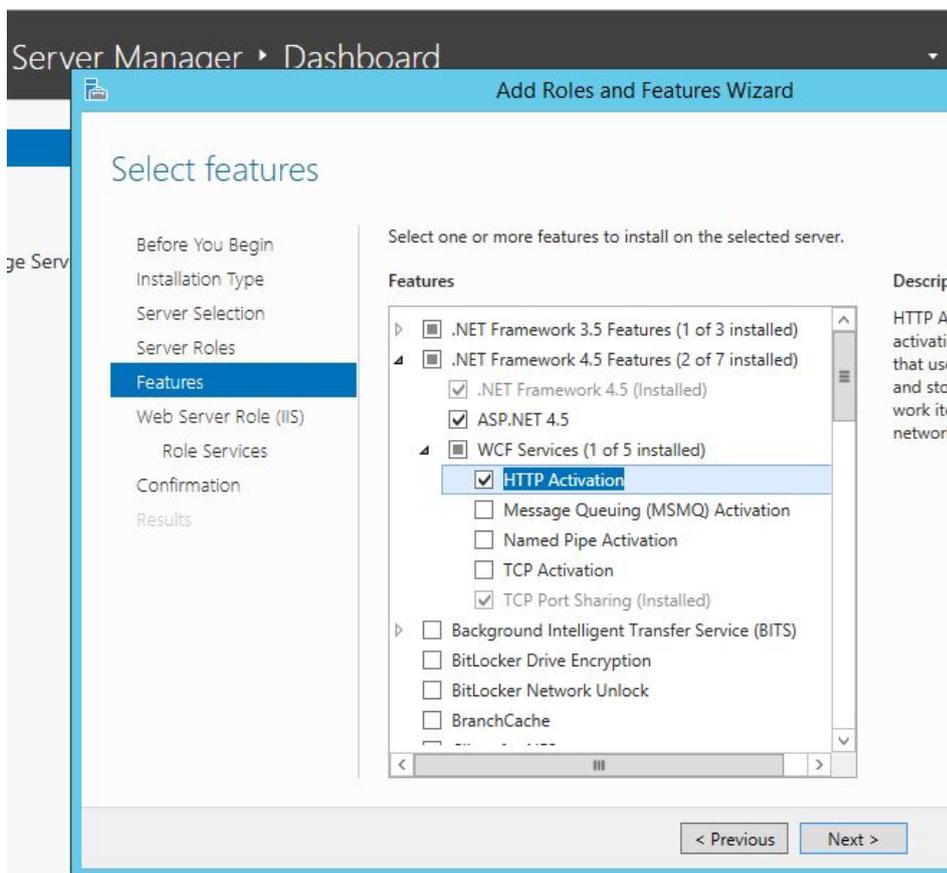
Installing Windows IIS Features

These IIS features are required in order to run the Navori QL Server software. If you do not see all of these options listed, make sure your Operating System has all the latest updates installed.

Feature Selection

	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

PLEASE NOTE: Windows 8 and Windows Server 2012 must also install .NET Framework WCF (Windows Communication Foundation).



Windows 7 or 8

Installing Windows IIS Server

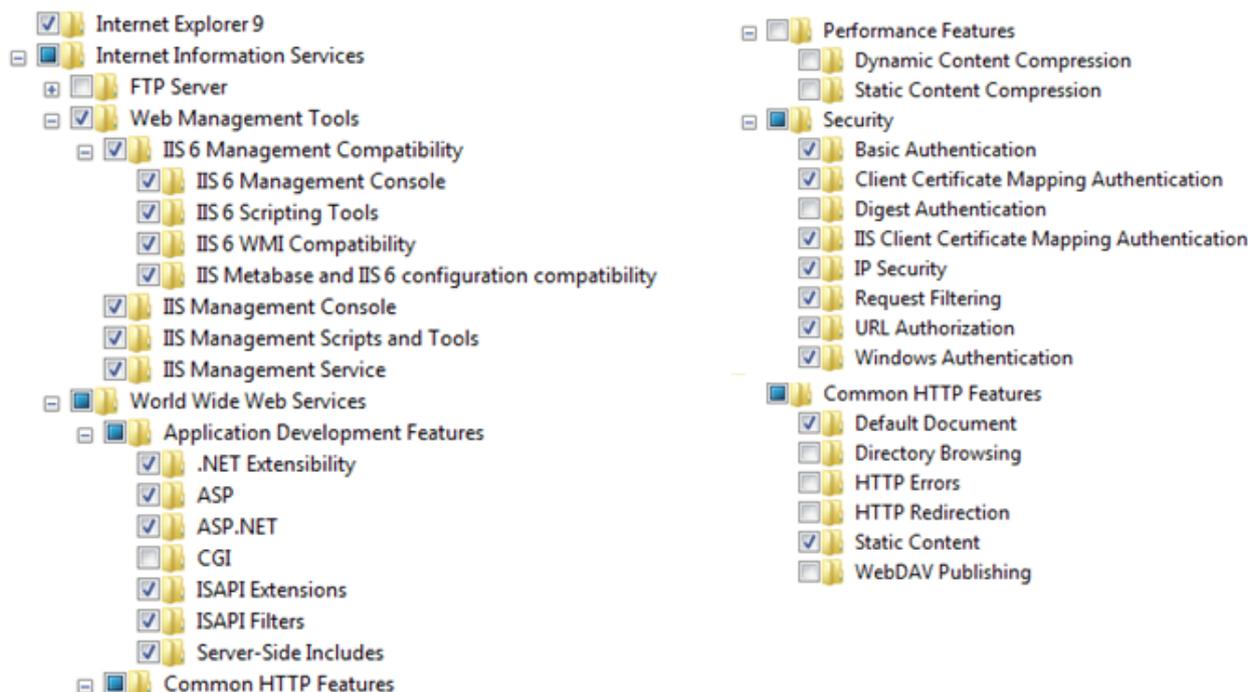
If Microsoft IIS is not currently installed, select **Control Panel > Programs > Programs and Features > Turn Windows Features On or Off > Internet Information Services**. Now you can select the IIS features to install that are listed below.

Installing Windows IIS Features

These IIS features are required in order to run the Navori QL Server software. If you do not see all of these options listed, make sure your Operating System has all the latest updates installed.

Feature Selection

Enable the features listed below. You will find these listed under **Web Management Tools** and **World Wide Web Services**.



PLEASE 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 following 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 users / 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 features on your Windows Server (2008 R2 or 2012).

What does the Desktop Experience feature include?

Desktop Experience includes the following Windows 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.

Windows Server 2008 R2 and Windows 7

Use the link below to download and install the Microsoft .Net 4.0 Framework:

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

Windows Server 2012 and Windows 8

The correct version of .NET Framework is already installed, no additional installation is required

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.**



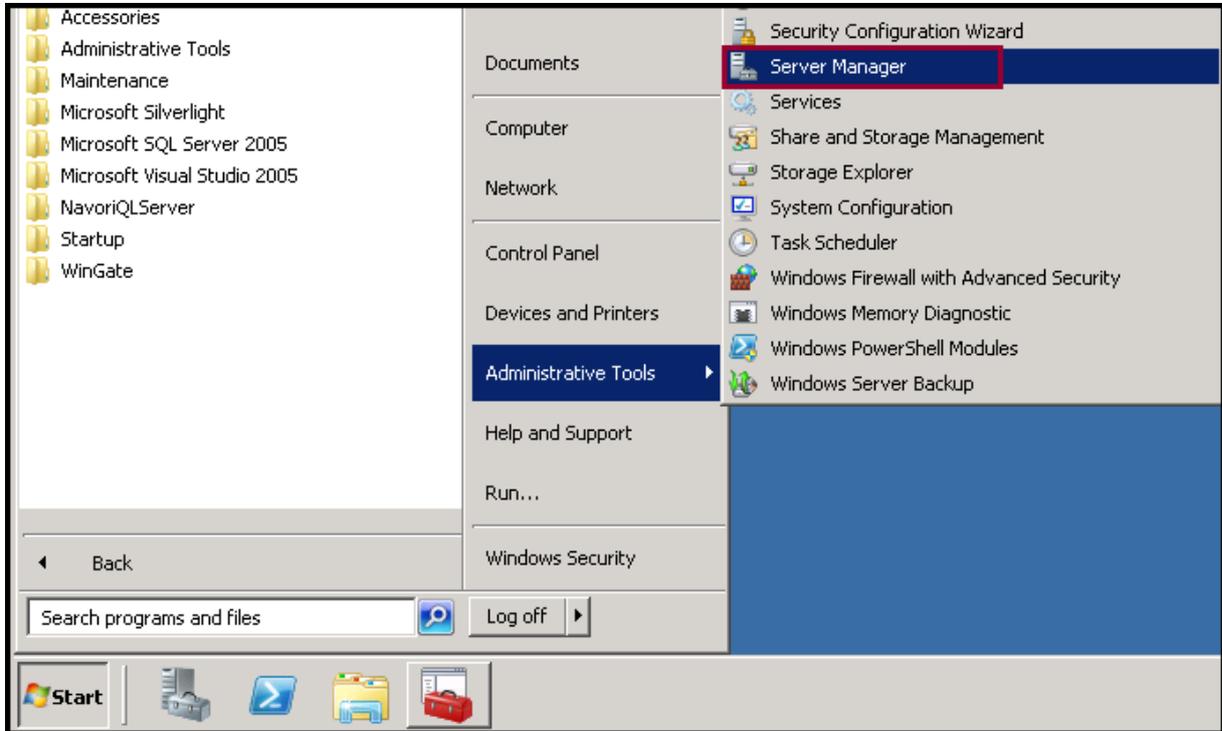
- For both tests, you should see the IIS welcome screen. This confirms IIS is installed and operational.

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

Internet Explorer Enhanced Security Configuration

PLEASE NOTE: The following steps are only required for Microsoft Windows Server 2008 R2 or Windows Server 2012.

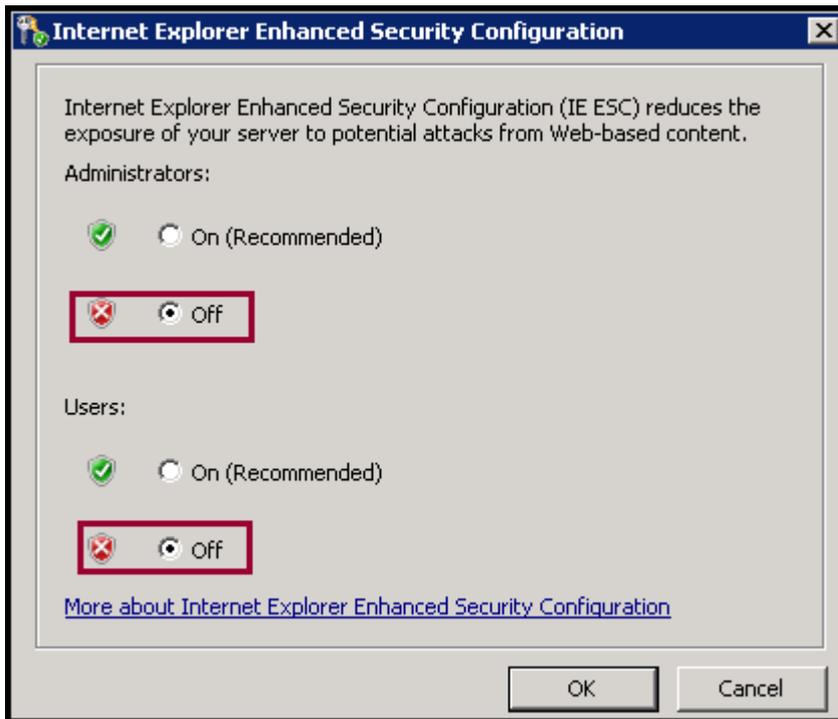
- Log in to your Server PC
- Select **Start > Administrative Tools > Server Manager**



- 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**



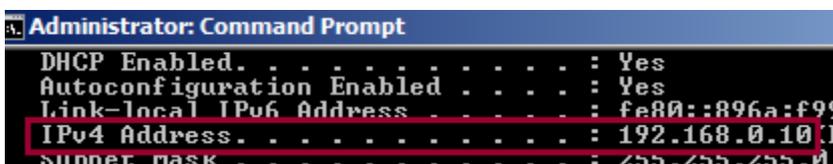
- Next, launch Microsoft **Internet Explorer** (**IMPORTANT: use IE 32 bit version, not IE 64 bit**)
- Navigate to the Navori web site at <http://www.navori.com>

Step 3. Identifying server PC's IP or DNS address 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 **cmd**, then Press **[enter]** key
- At the DOS prompt type the command: **ipconfig**, then Press **[enter]** key
- You should see the IPv4 address listed in the returned information



You may also use this second technique to determine the server's 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 on **Start**, click on **Control Panel > Administrative Tools** and then open **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

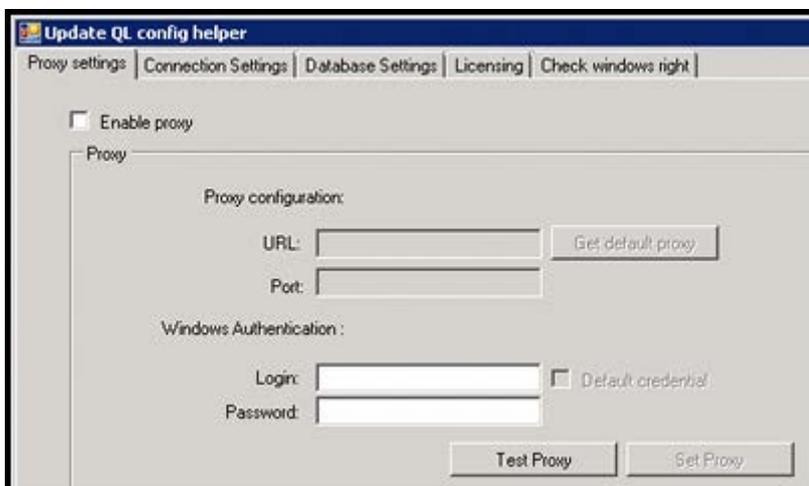
The ActiveX version of the Adobe Flash Player must be installed on your server PC. This will ensure proper Flash playback inside Internet Explorer:

- Launch Internet Explorer and visit <http://get.adobe.com/flashplayer/>
- Follow the instructions to download the Flash Player to your PC
- Install Flash Player on your PC
- To confirm Flash has been installed correctly, open an IE browser window and go to <http://www.adobe.com/software/flash/about/>

If you can see the Flash animation your installation completed properly and you can proceed to the next step.

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

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.exe** (note, there is a XML configuration file and the executable so make sure you double click on the executable file)
- Under the tab **Proxy settings**, click **Enable proxy** and then enter your proxy information into 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, save the file and open a new support ticket on the Navori Extranet to report your findings. Please compress (ZIP) the screen shot that you saved and 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 and save in a text file (for safekeeping).

This information will let you easily restore your installation to its default parameters should you ever need to do so.

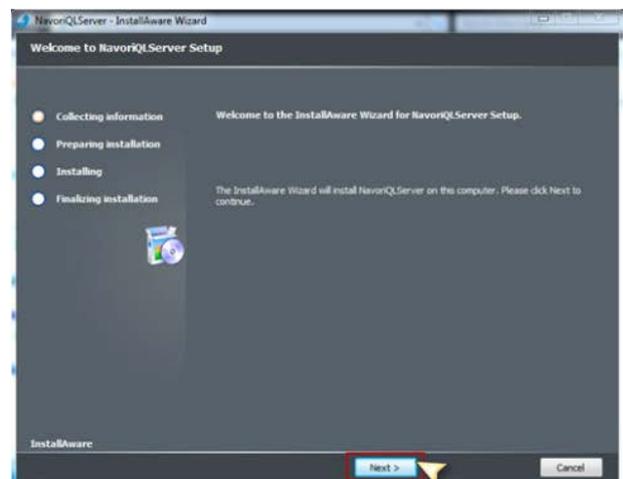
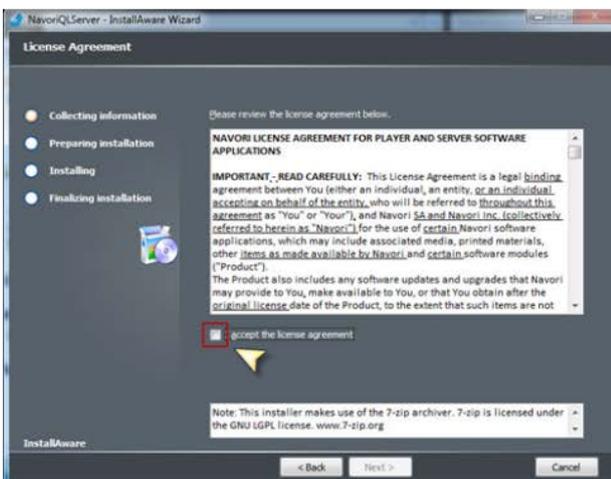
Create a new Word or text file and include this information:

1. The **IP** or **DNS** address (**Access Address**) of the PC on which you installed Navori QL Server
2. The **Computer Name** of your QL Server PC
3. Your **SQL Server Name**
4. Your **SQL Server instance** (*if applicable)
5. Your **SQL Server Login account, and password**
6. Your Navori **extranet user account name, password** (which you are using to login to **navori.com**)
7. Your **Navori QL Server license number**

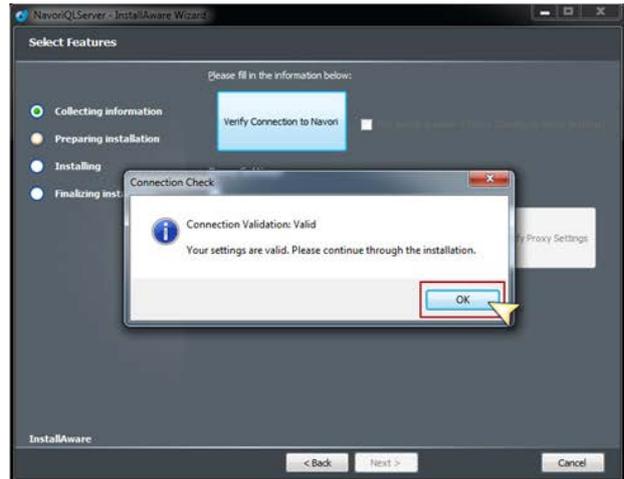
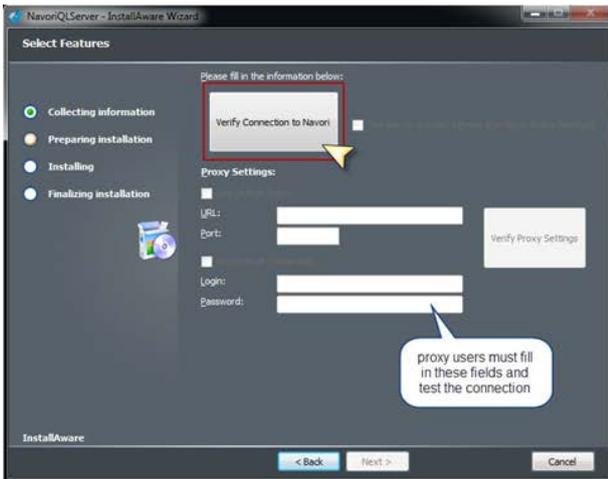
Step 8. Installing the Navori QL Server application

Once you have finished preparing your server, you can proceed with the Navori QL Server software installation.

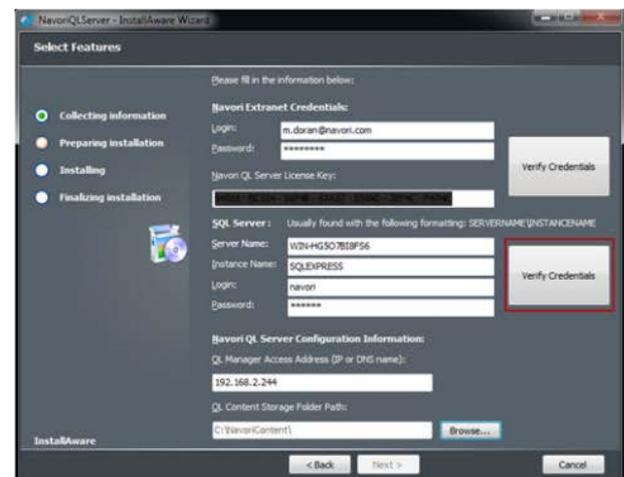
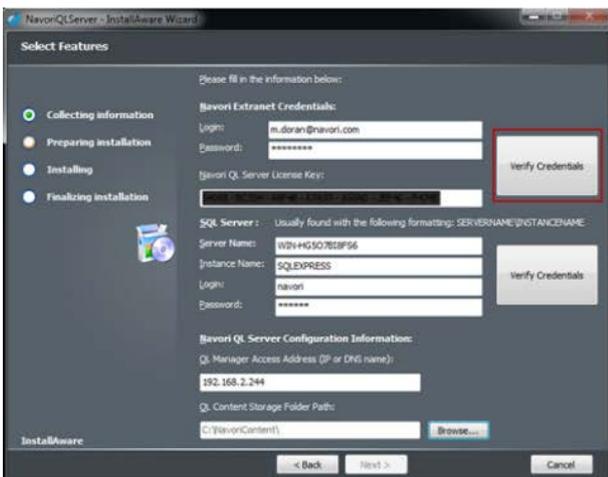
- Start by launching the **NavoriQLServer.exe** installation package on your PC.
- At the initial screen, click **Next** to begin.
- You are presented with the license agreement. Please review it and click the box to accept the license agreement and click **Next** to continue.



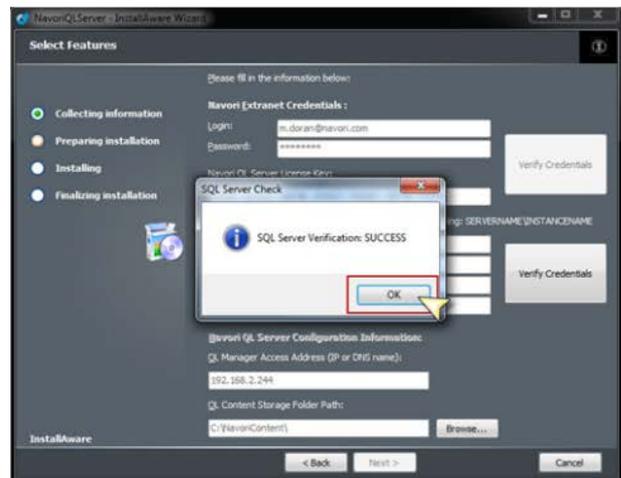
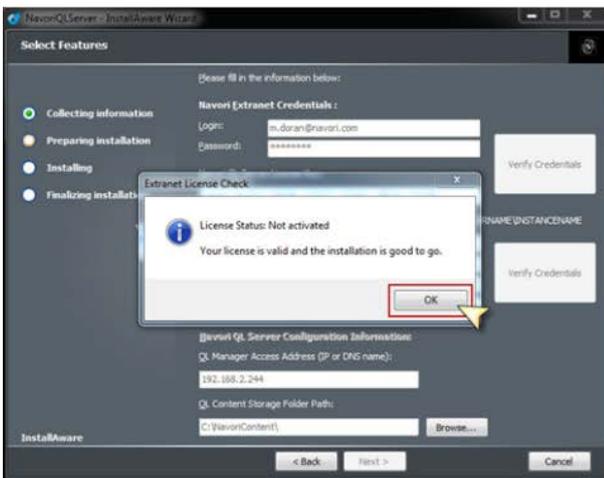
- Now you must test your connection to the Navori Extranet.
- Users with direct access to the Internet can click the **Verify Connection to Navori** button.
- Users accessing the Internet via a Proxy Server must fill out the Proxy Settings fields and validate their connection before they can proceed. You will see the following confirmation upon successful connection. Click **OK** to continue.
- Click **Next**.



- You will now need 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, and a folder where Navori QL Server will store its data
- When this information has been entered, you may click the "**Verify Credentials**" buttons to validate the information before proceeding with the installation



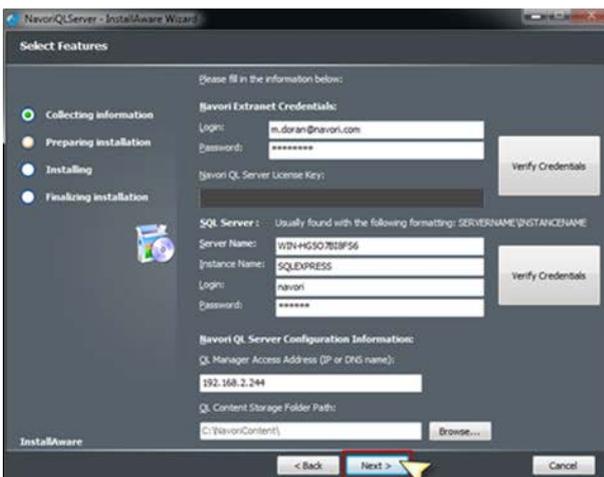
- When you receive your verification result for the tests click **OK** to continue



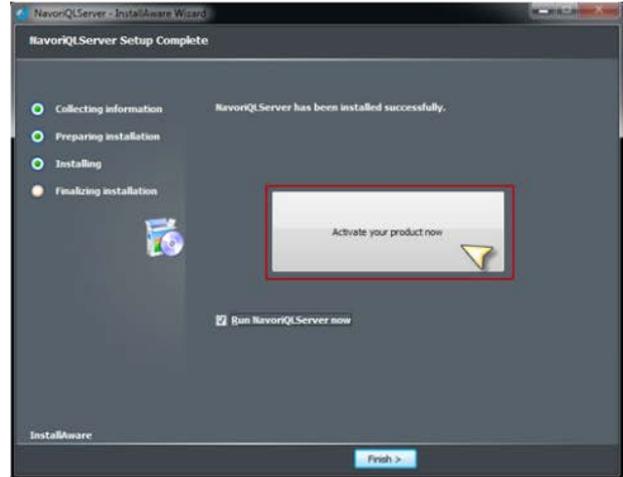
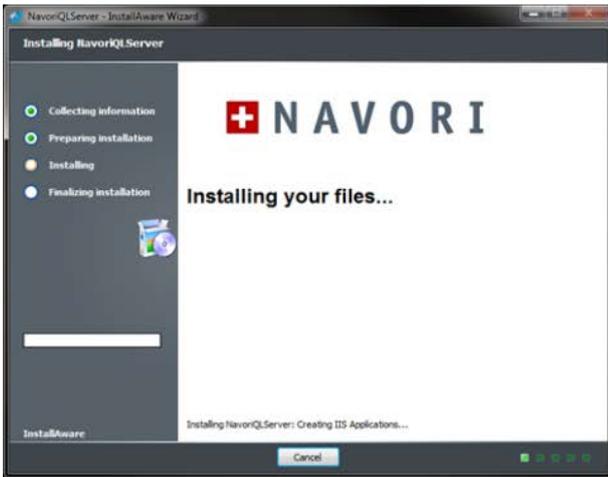
REMINDER: What to do when you cannot reach your SQL Server using a server name (DMZ installation):

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

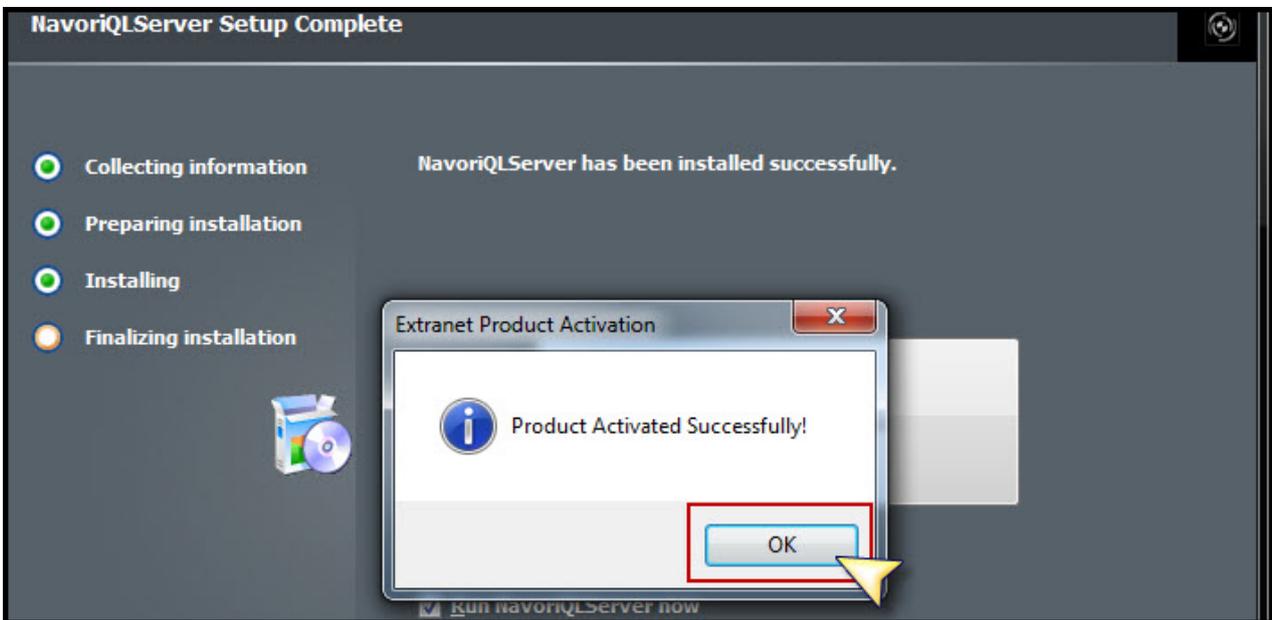
You must use a comma (,) instead of the colon (:) between the IP address and the port number otherwise it will not work.



- If both verification tests pass, click **Next**, otherwise review your settings and try again until they pass
- If you need to revise any of your settings, click the **Back** button, otherwise click **Next** to begin the installation on your Server PC
- The next window will show the installation progress bar. When the installation is complete you will be asked to activate your license
- Click the **Activate your product now** button to proceed



- Upon successful license activation you will see the following message:



- Leave the **Run NavoriQLServer now** box checked to automatically launch the application in your web browser
- Click the **Finish** button to close the installer
- If you left the **Run NavoriQLServer now** box checked Internet Explorer will launch and you will be presented with the QL Manager login page
- Navori QL Server is automatically configured with a default user account created from your Navori Extranet email address and password
- You will log into your QL Manager using your Navori Extranet credentials

Default User Account

- The installer will create a default user account. This account has root administrative rights for this Server and is created using your Navori Extranet credentials (email address and password). You must login with this account to perform any administrative duties

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 into your server using this account and you will have root administrator access.

When you type your login name and password into the QL Manager login screen, and press the Connection button, you will see a loading screen followed by the QL Manager application interface.



Login:

johnsmith@yourcompany.com

Password:

.....

ENGLISH

Connection

Copyright Navori SA - Switzerland. All rights reserved.

Your Navori QL Server software is now installed and running.

Android QL Player software delivery

Navori QL server can deliver the Navori QL Player installer directly to your Android device.

To retrieve and install the QL Player software on your Android device:

1. Turn on your Android device
2. Launch its web browser
3. Enter your QL Server's DNS name, or IP Address, with the **"/navorimanager"** suffix. Note: This is the same URL that you would enter to log into QL Manager from a workstation
4. A webpage will load with a **Download QL Player** link
5. Click this link to download and run the installer on your Android device

A. Validating your QL Server installation

In this section we provide a series of tests to ensure that your Navori QL Server is fully functional.

Begin by logging in with your **Default User** account and then following the tests described in the following 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: 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. QL Server installation troubleshooting

If there were any issues with your installation, you should follow the troubleshooting 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 yes, proceed to the next step.

2. Verifying the server's IP and DNS configuration

Navori QL Server features a configuration application called **NavoriQLConfigHelper**.

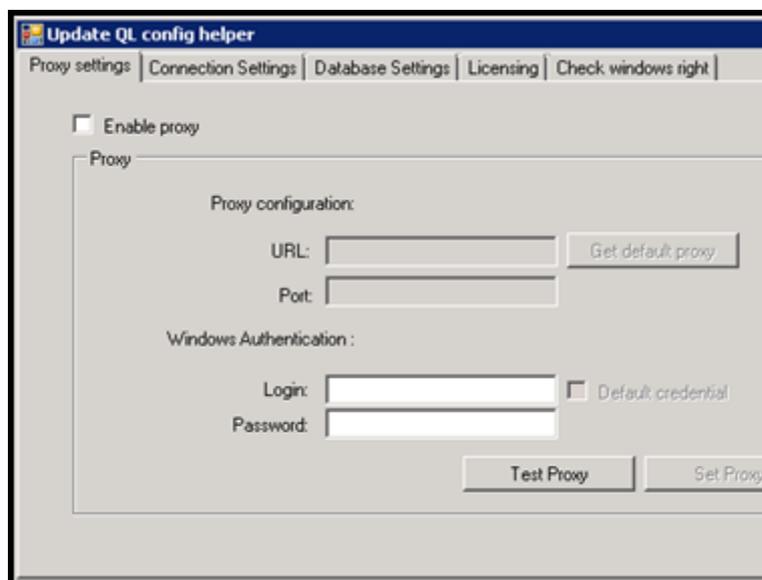
It is a software application that administrators and IT personnel can use to modify certain core settings of the Navori QL Server environment.

The default location where you will find this application on your server PC is in:

- **Fresh Install:** C:\Program Files\Navori\NavoriQLServer
- **Updated Installation:** C:\Program Files\Navori\NavoriQLServer_Update

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

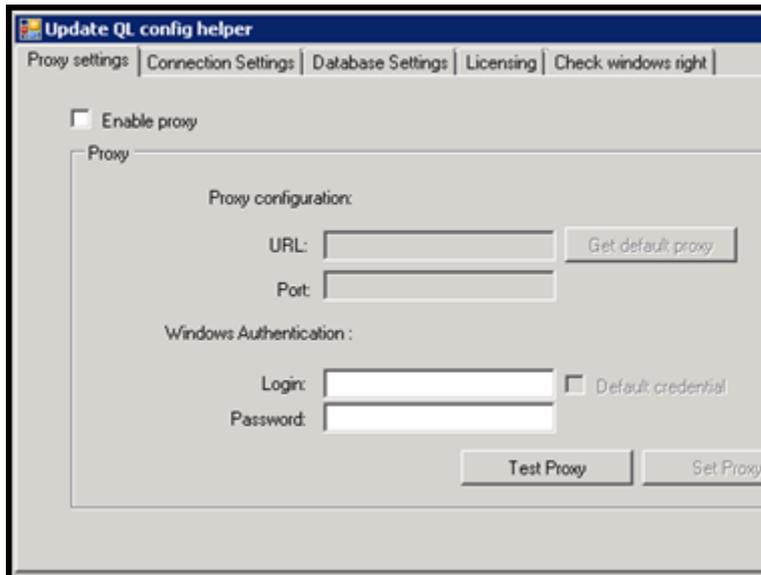
You will see the following window:



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). 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?

1. Launch **SQL Server Management Studio**
2. Connect to your SQL database instance
3. In the Object Explorer pane, select **Databases > NavoriSQL > Tables**
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 did not complete properly
6. **Uninstall Navori QL Server** and install it again
7. **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 name.

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

C. Configuring SSL for secure web connections (https)

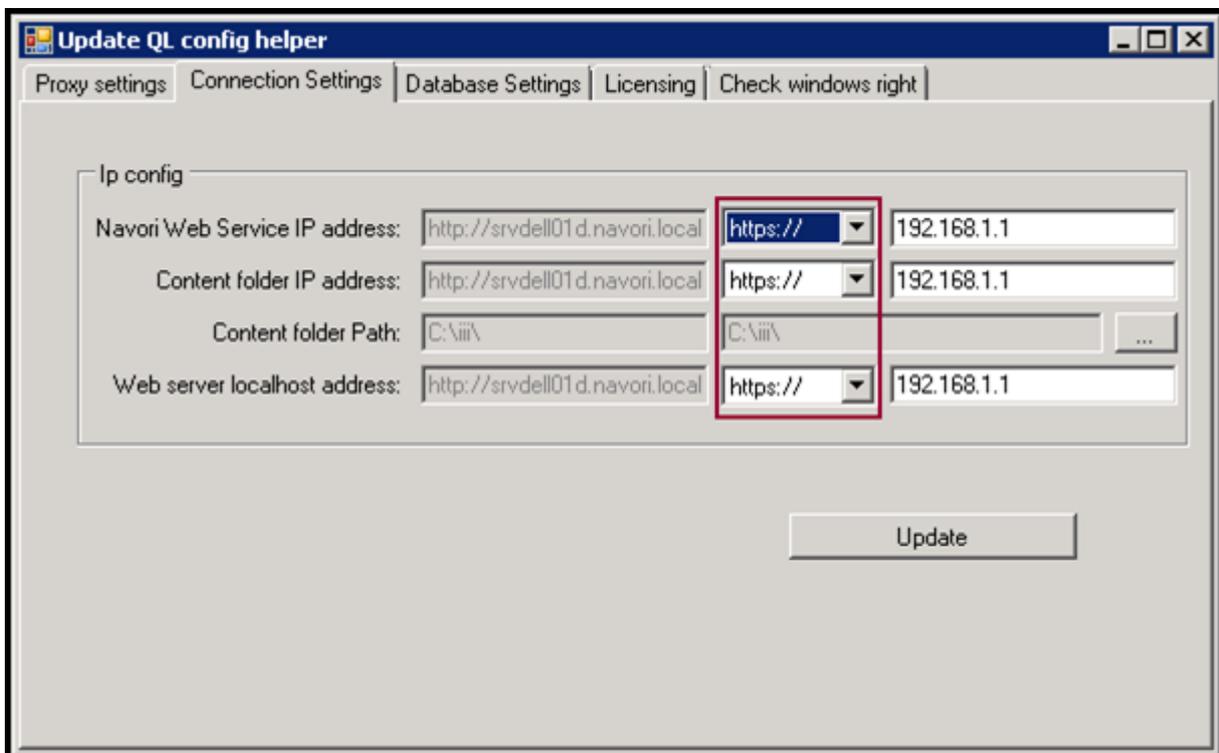
Important: before you can enable HTTPS mode, Navori QL Server must first be installed in HTTP mode

IIS configuration

First configure IIS server to use HTTPS. Follow instructions outlined at:
<http://learn.iis.net/page.aspx/144/how-to-set-up-ssl-on-iis/>

Use the Config Helper tool to activate

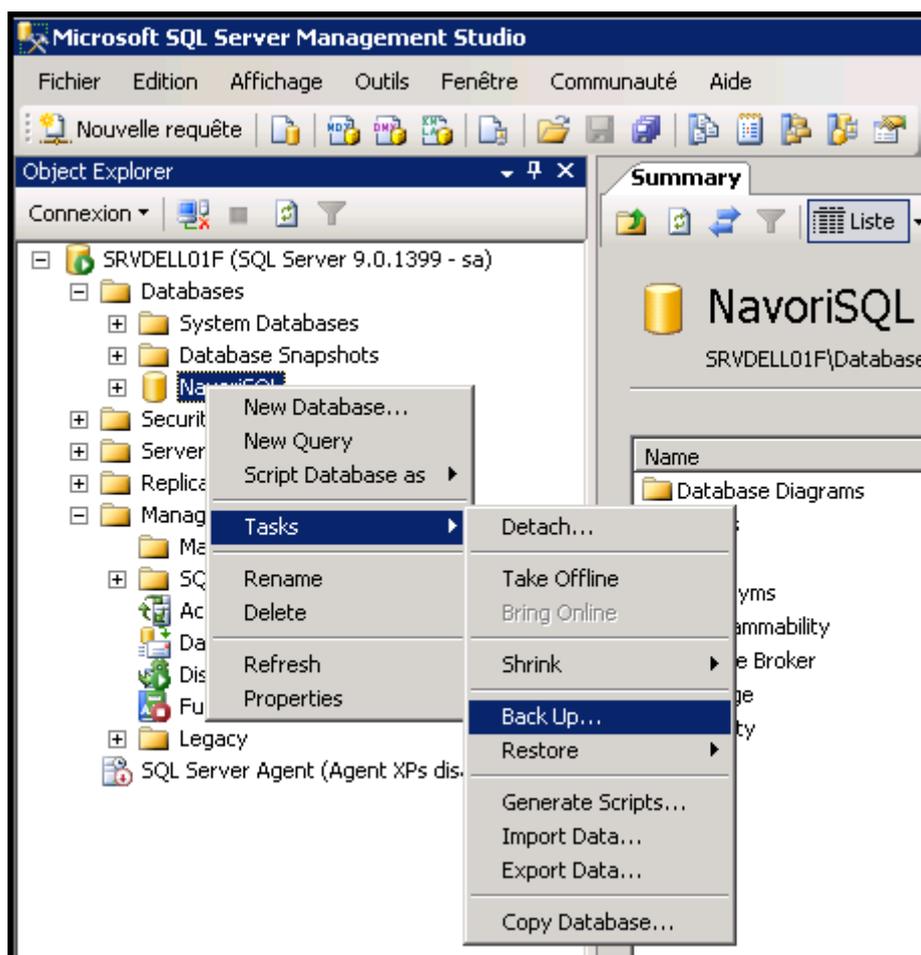
- Open the Config Helper tool. The default location where you will find this application on your server PC is in:
 - **Fresh Install:** C:\Program Files\Navori\NavoriQLServer
 - **Updated Installation:** C:\Program Files\Navori\NavoriQLServer_Update
- The file you need to launch is: **NavoriQLConfigHelper.exe** (If you get an error, be sure to right click on the file and launch the executable as "Administrator" otherwise it will not access your settings properly)
- Go to the Connection Settings tab, and change the "http://" items to "https://" and click the Update button to save the new setting



D. QL Server backup procedure

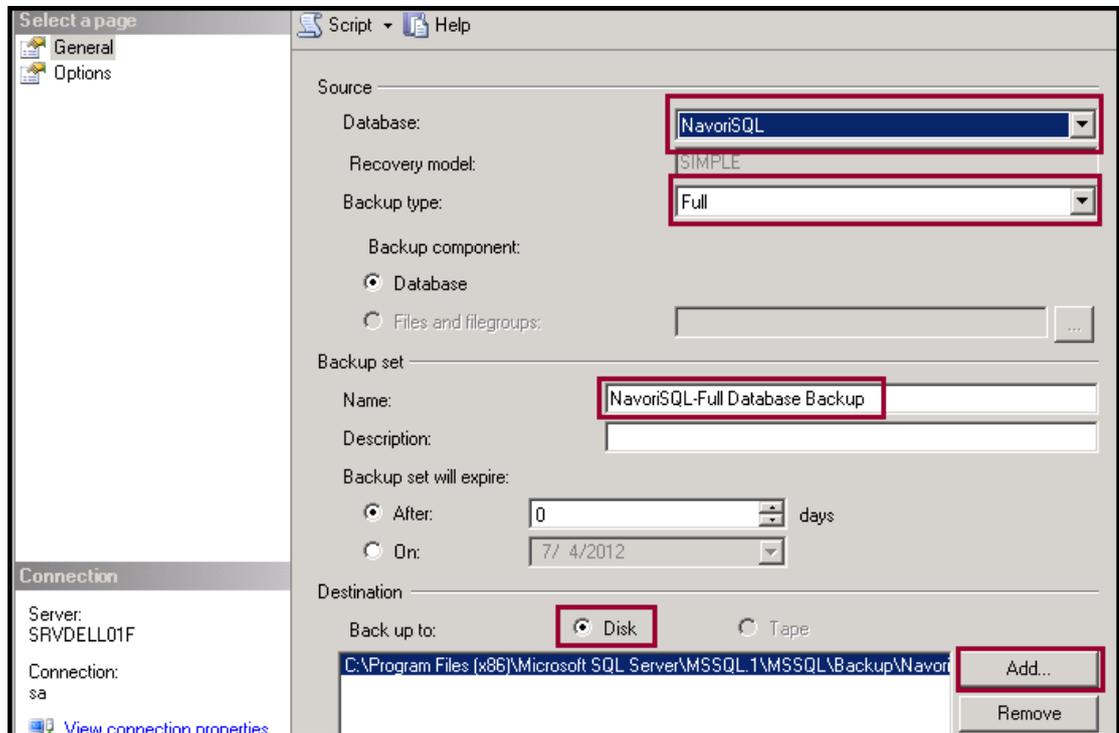
It is recommended you backup your Navori QL Server on a regular basis or at the very least:

- Following a successful installation
- Prior to installing a Navori QL software update or patch
- Backup the following directories on your QL Server PC:
 - 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.



E. QL Server update procedure

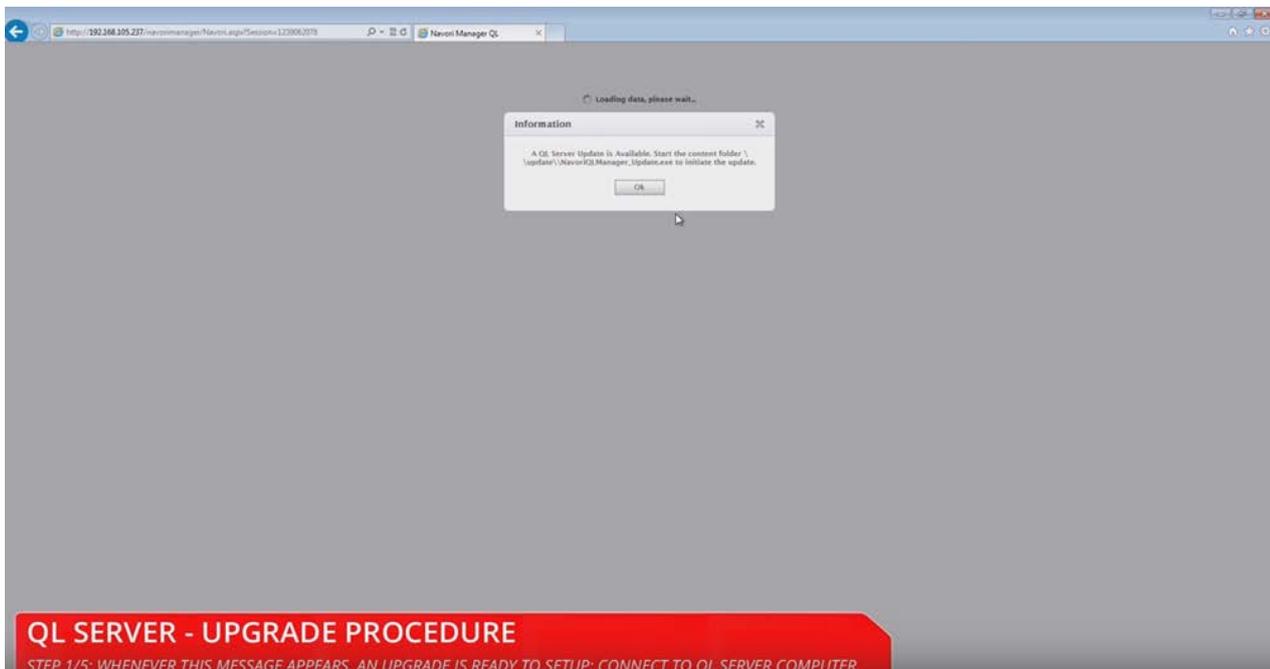
Here are the steps to update your Navori QL Server to the most recent version:

BEFORE PROCEEDING, PLEASE NOTE:

- We recommend you schedule your QL Server update at a time when users are not expected to be accessing QL Manager (for example: nights, weekends, etc...) as this will prevent users from updating data during the update process,
- If you must perform the QL Server update during the hours when users may be accessing QL Manager it is recommended to stop the IIS webserver before launching the update. Once the process is completed, you can restart IIS so users can access the system again. This is to prevent users from logging into, and using, QL Manager while the update process is taking place

Step 1

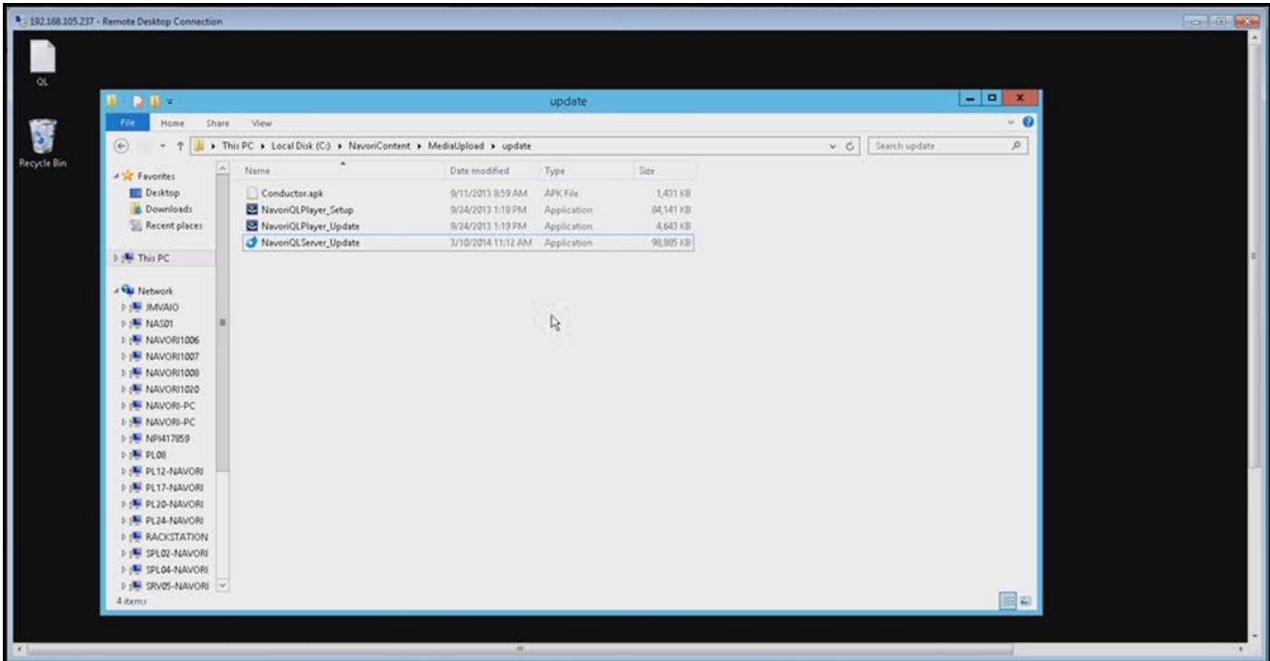
When a new version has been released, the administrator will see a notice next time they login. This notice is to inform you that a new version has been downloaded to the Server PC and that the system is ready to be updated.



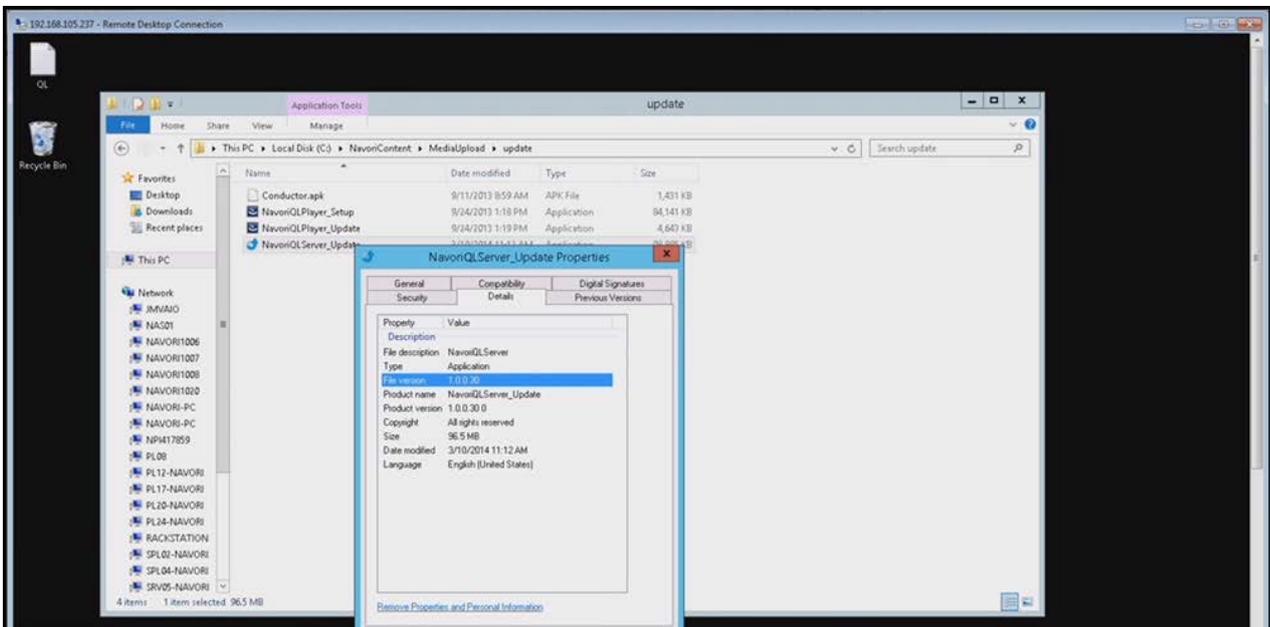
Step 2

To initiate the update you will need to access the QL Server PC and locate the updated file called **NavoriQLManager_Update.exe**

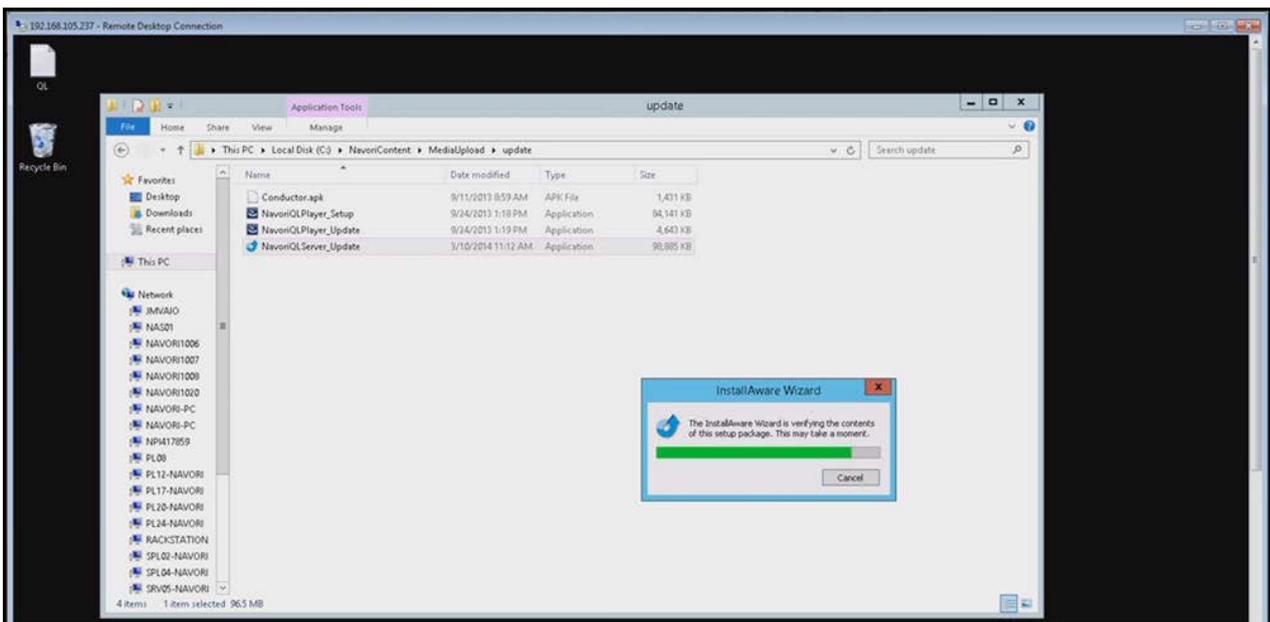
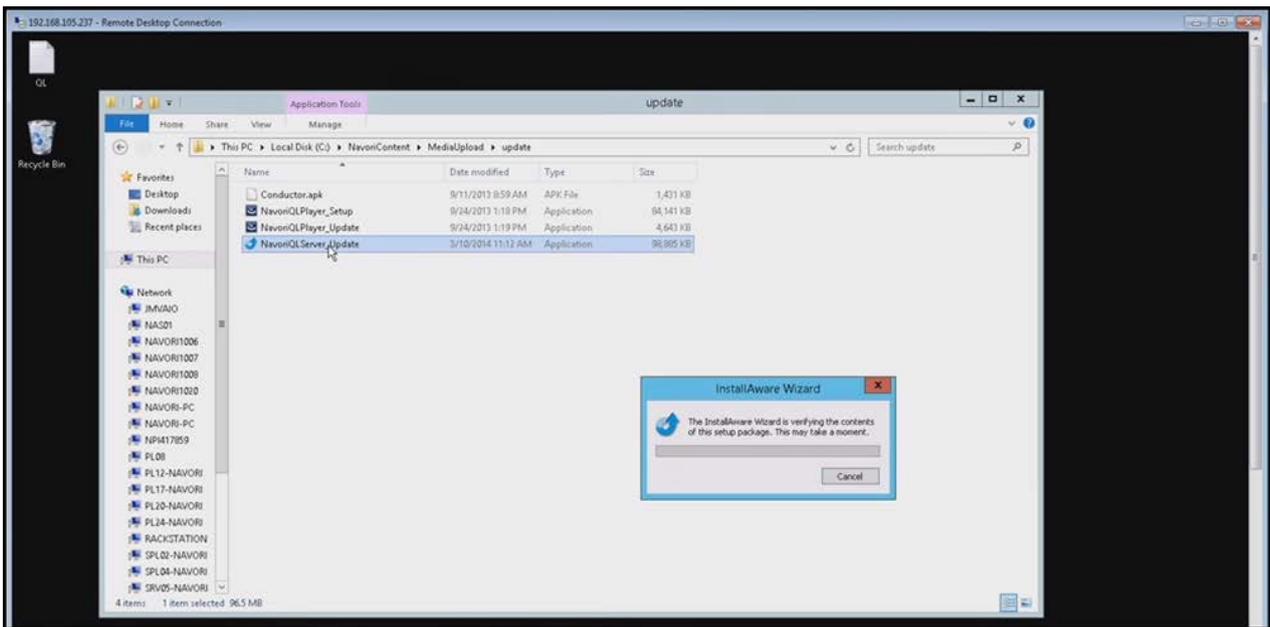
This file will be normally located in the designated content folder under **update\NavoriQLManager_Update.exe**



You can confirm the updater file's version by right clicking on it and selecting **Details**. Look under **Product Version** and make sure this is the new version.

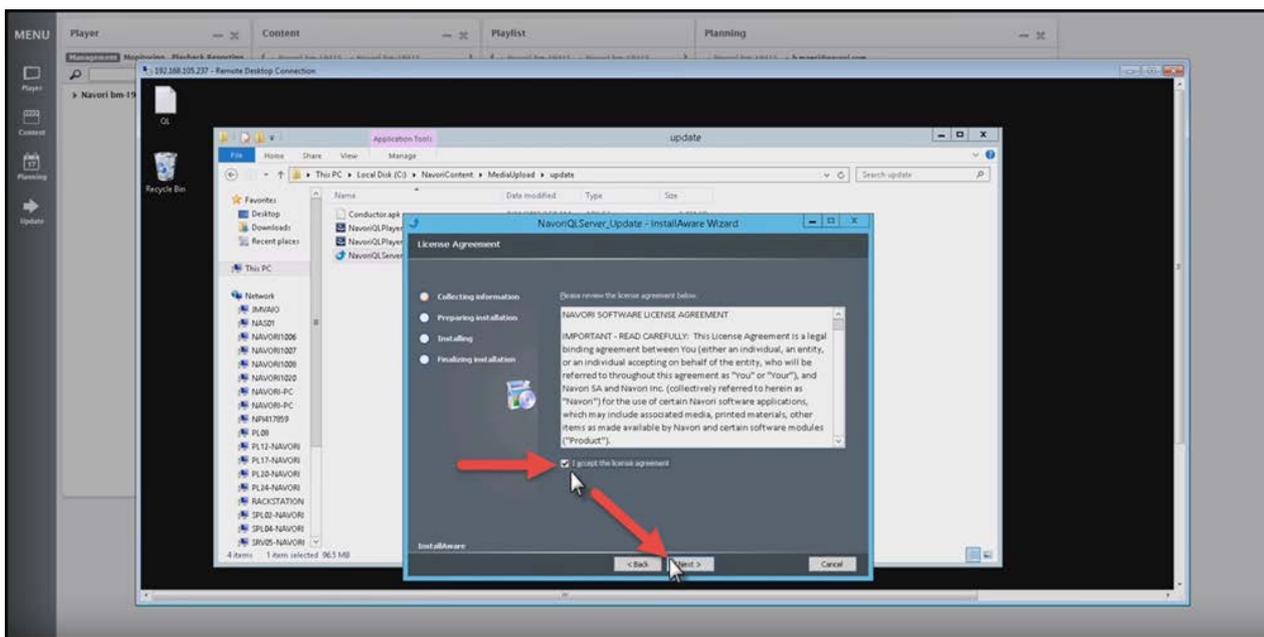


Close this window and launch the installer after you have confirmed you have the correct version. To begin, double-click the installer icon.



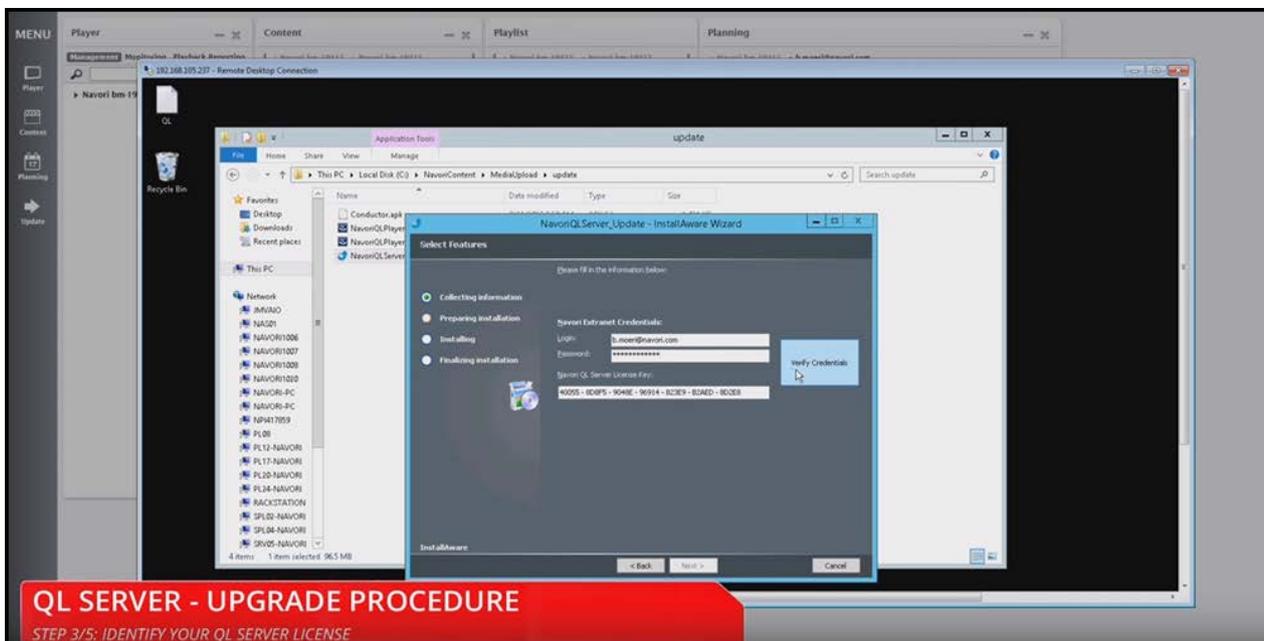
Next, you will see appear the **Installation Wizard** window.

After a brief moment, the installer will launch. You must accept the License Agreement and click **Next** to continue.

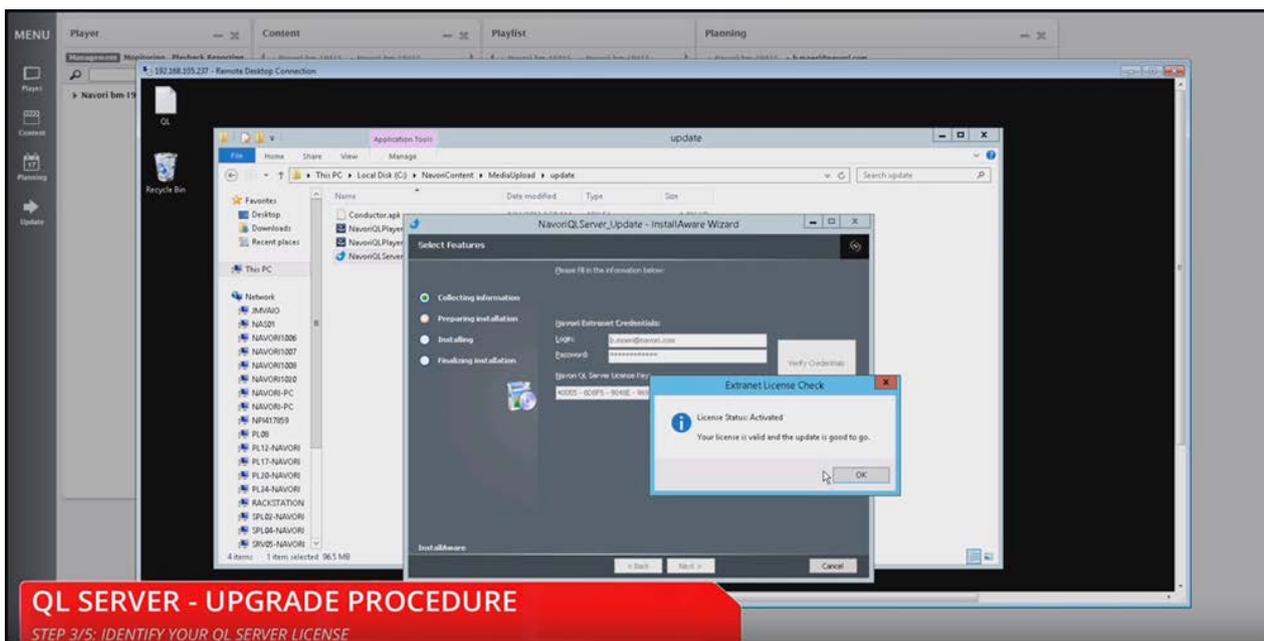


Step 3

The installer will collect the required information to validate your license. You will need your Navori Extranet login name, password and Navori QL Server license key. Enter this information in the required fields and click **Verify Credentials** to proceed with the license validation process.

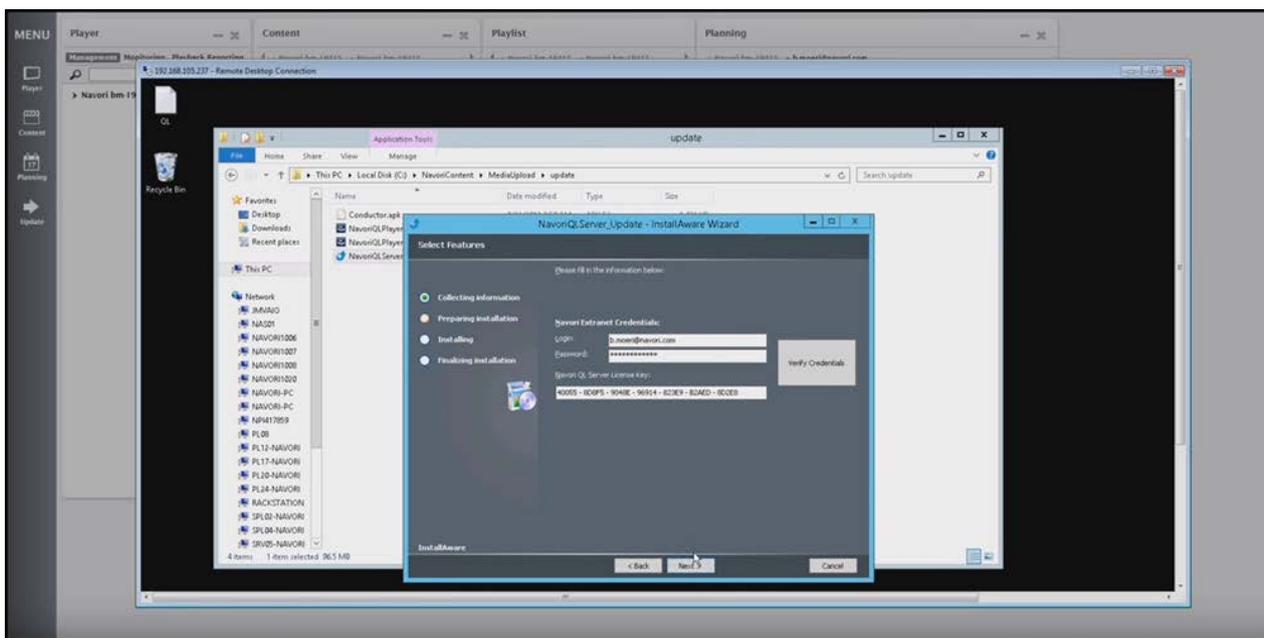


An error will be displayed if you make a mistake entering the information. Entering valid credentials will show the license status confirmation message.



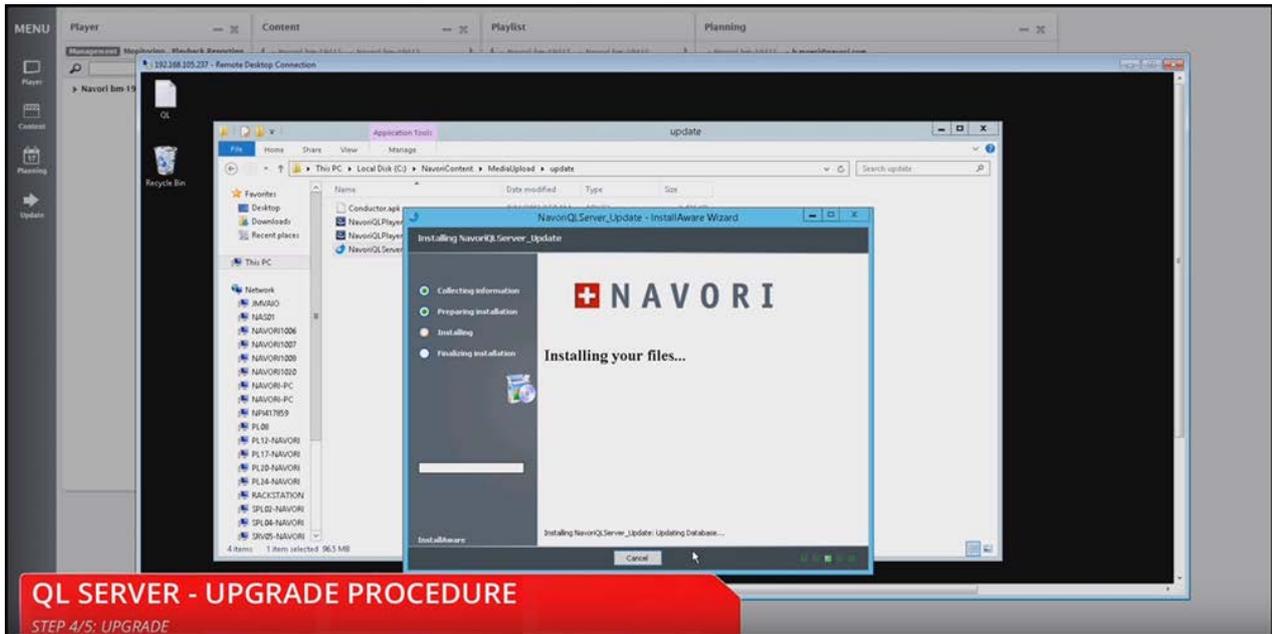
Click **OK** to proceed with the software update process.

Click **Next** to continue.



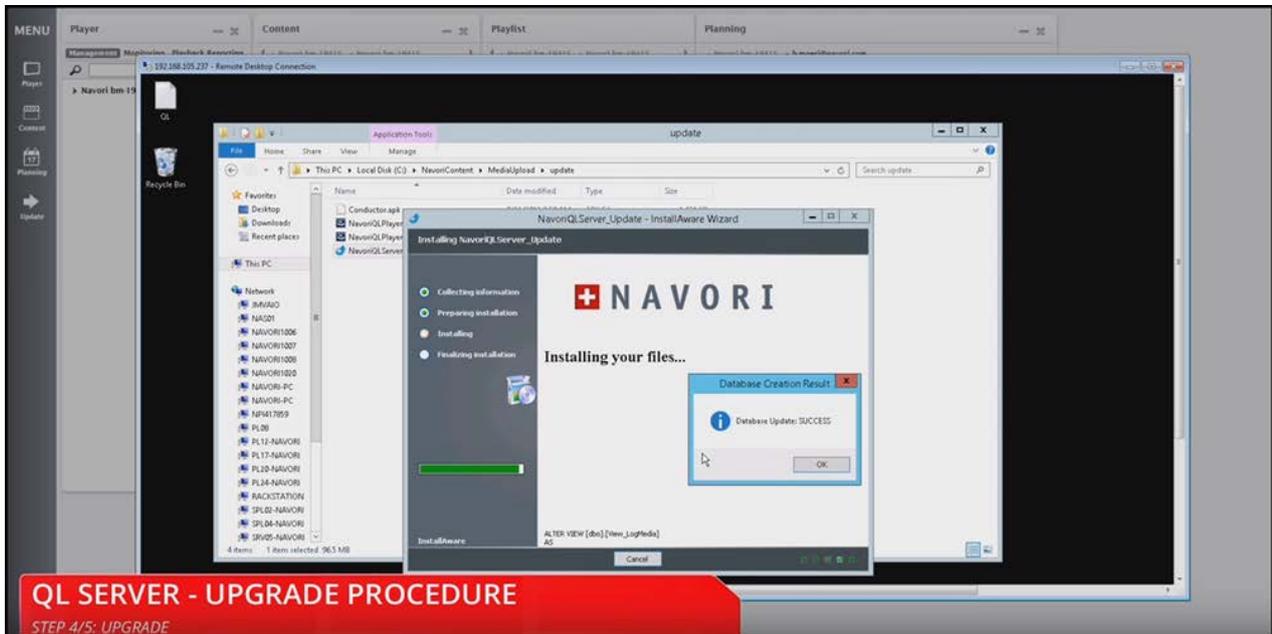
Step 4

The QL Server process will begin.



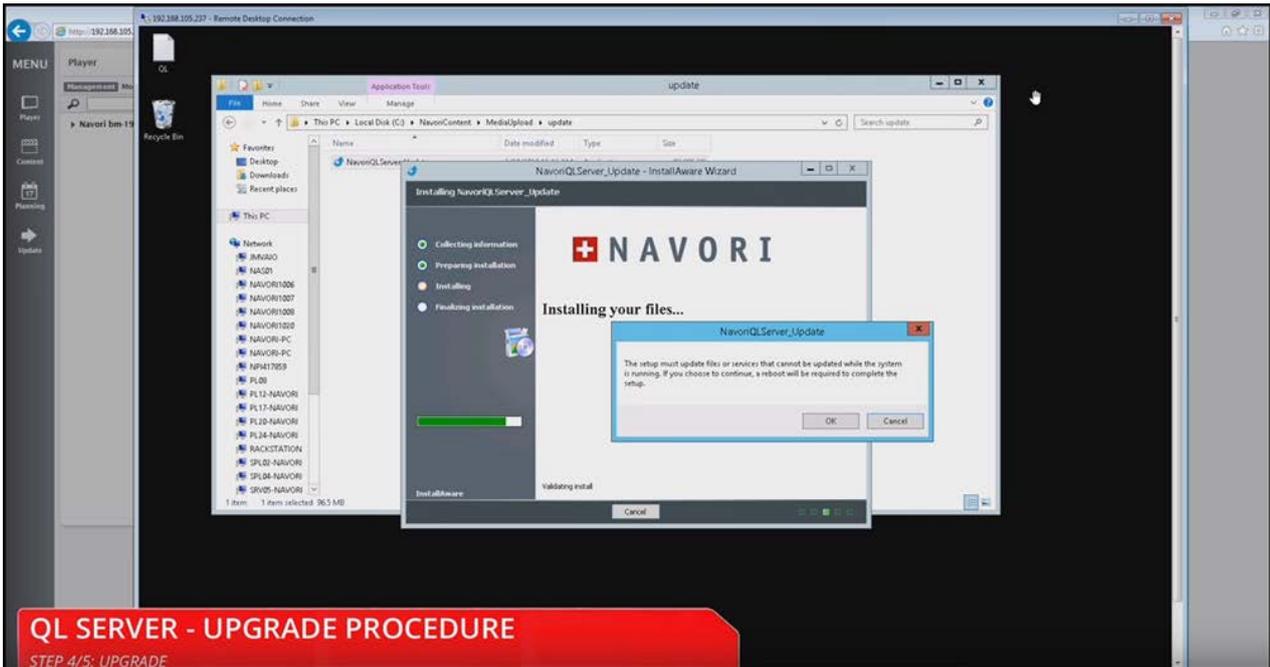
The installer will start by updating the database. You will see a progress bar appear and once this process is completed a confirmation message will appear.

Click **OK** to close this window and continue.

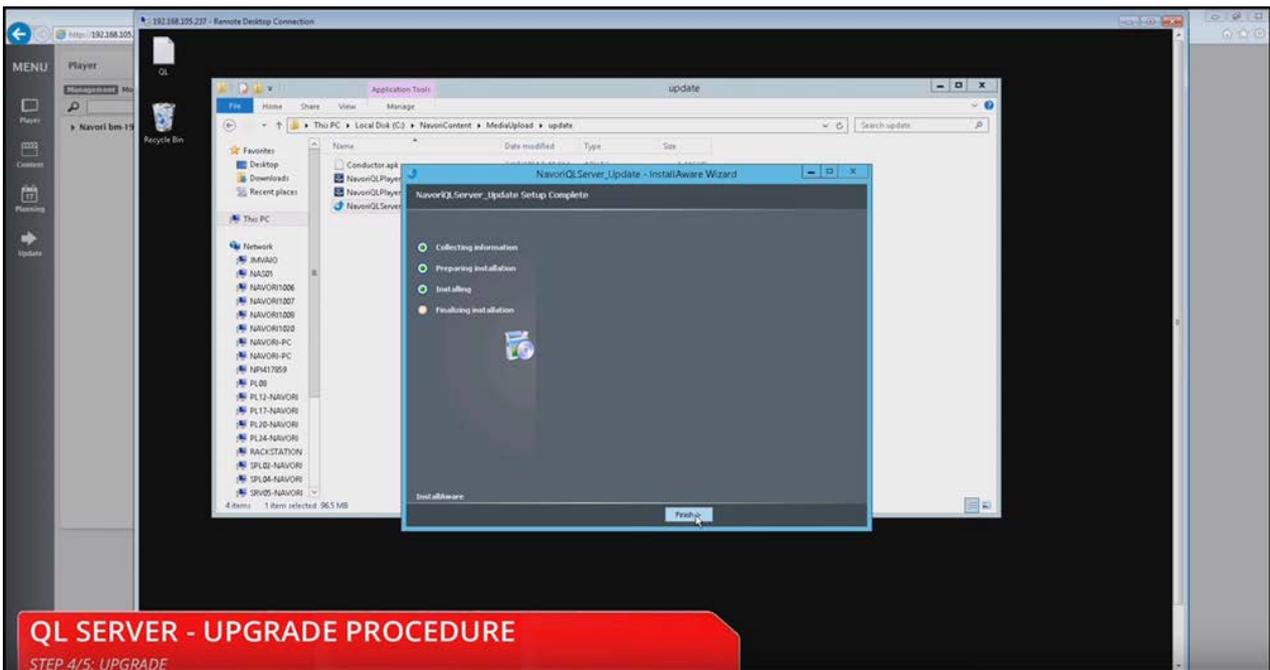


Next you will see a notification message that informs you that you should reboot your server once the update has been completed.

Do not reboot the server right away. For now, simply click **OK** to continue the update process,



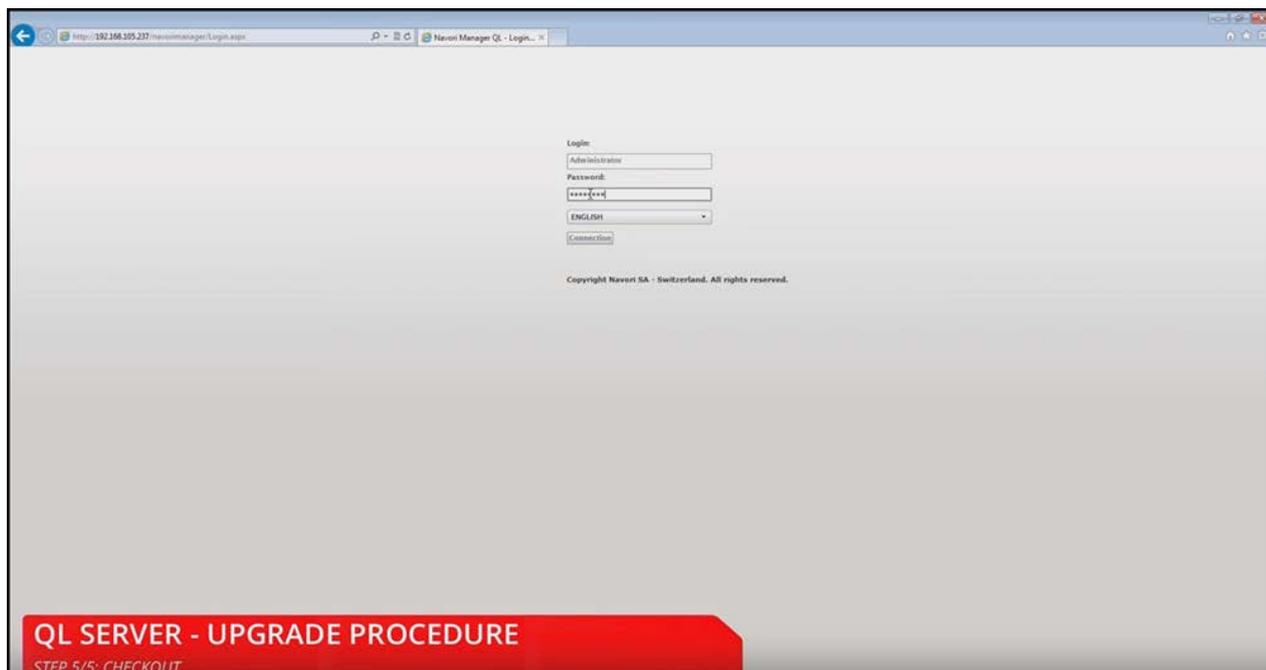
When the process has completed, you will see the **Finish** button appear.



Click this button to dismiss the installer window and complete the update.

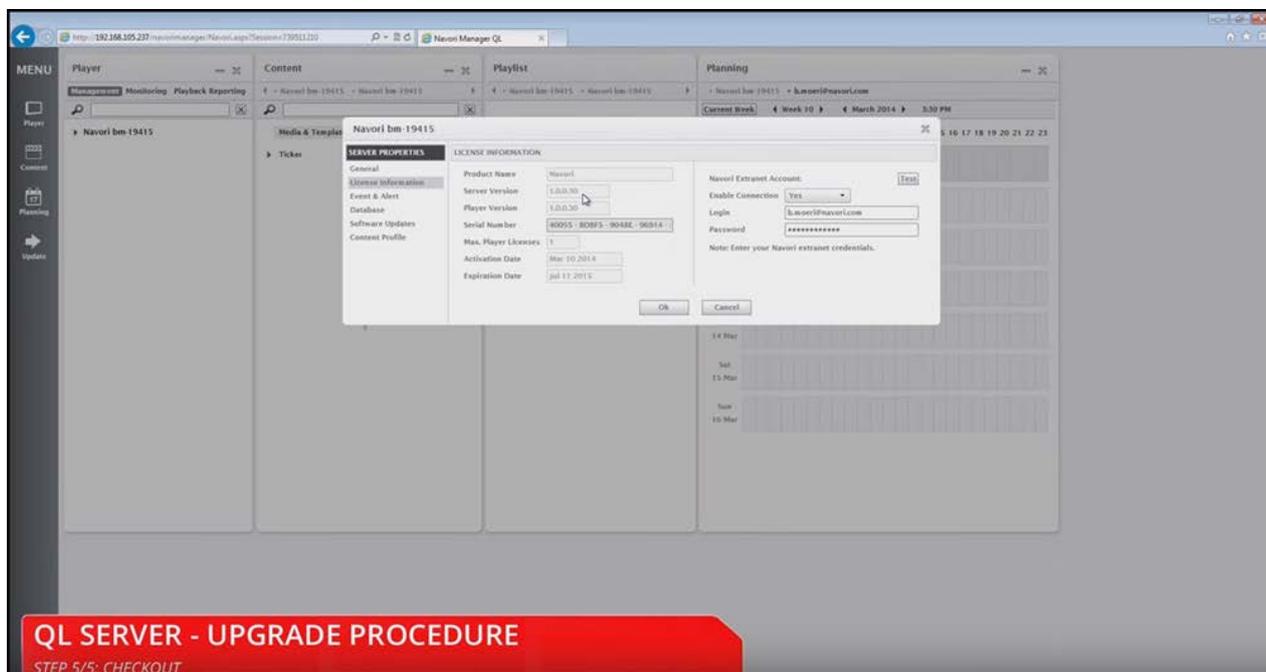
Step 5 - Validating your update

Open your web browser and log into the QL Manager.



Select **MENU > Server > Properties** and then click **License Information**.

Look at the **Server** and **Player** software version numbers. Make sure the version shown matches the new release number.



Your server update is now completed. If your QL Players are configured for auto-updates, they will perform their updates and reboot completely autonomously according to their auto-update settings.

These settings are accessible in the **Player Technical Profile** via QL Manager.

If you do not configure auto-update then you will need to apply the update manually soon after updating your Server. Failure to do so could cause performance or stability issues.

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Navori license agreement

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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.

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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).