Navori QL Software Installation

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Navori QL Digital Signage Software Platform

QL Software Setup Instructions

Navori QL Server

This section covers the Navori QL Server application.

You will find here instructions on how to install, configure and maintain QL Server.

Server system requirements

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

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

Recommended hardware configuration:

- Windows Server 2008 or any Windows PC equipped with Microsoft IIS v7.5.
- Microsoft SQL Server Express edition or commercial version of SQL Server (workgroup edition, etc...).
- o 4 GB RAM.

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 **<u>full administrative rights</u>**.

Step 1. Installing Microsoft SQL Server

• Navori QL requires Microsoft SQL Server 2005 or 2008 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.
- 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 <u>must</u> configure your SQL account login so that it uses **Mixed Mode** (Windows <u>and</u> 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

Once SLQ 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)

Sql Server Configuration Manager				
File Action View Help				
💠 🔿 🙎 🗊 🖻 🕞 📓				
SQL Server Configuration Manager (Local) SQL Server Services SQL Server Network Configuration (32bit) SQL Server Network Configuration (32bit) SQL Server Network Configuration SQL Server Network Configuration Protocols for SQLEXPRESS SQL Native Client 10.0 Configuration SQL Native Client 10.0 Configuration Alases	3 Shared Memory 3 TCP/JP 3 Named Pipes 3 VIA	1 2 3	Enabled Enabled Enabled Desibled	
	,			

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

3. SQL User – General Settings

- Next, you must create your Navori-specific user account in the Microsoft SQL Server Management Studio.
- Once you are connected, select **Security** > right-click on **Logins** and select **New Login...**

le Microsoft SQL Server Management Studio
File Edit View Debug Tools Window Community Help
😫 New Query 👔 🕞 🗁 🖼 🥥
Object Explorer • 7 ×
Connect - 📑 🛃 = 🍸 🛃 🍒
😑 🐻 WIN-HG507BI8FS6\SQLEXPRESS (SQL Server:
🕀 🧰 Databases
E Security
New Login
Filter nLogin##
Start PowerShell
Reports
EXPRESS
Refresh and a second se
A WIN-HG50/BIBF56\Maurice
Gredentials
🗄 🧫 Server Objects
Compared to the second se
Management
< <u>Ⅲ</u> ►
Ready

• You will now create a new account. This account **must be** a **Mixed Mode (Windows Authentication and SQL Server Authentication)** user.

Select a page	Script - D Help			
General G	Login name: C Windows authentication SQL Server authentication Password Confern password Oid password Oid password Did password pole Forforce password pole Forforce password pole Communications of pass C Macpord to performance Macpord to performance key	Annual Annua	•	Search
Connection Server: NESS/SOLEXPRESS Connecton: NevorNessSQL	Map to Credential Mapped Credentials	Cedernal	Provider	<u>x</u> Add
Yew connection properties Programs Predy Ready	Default database: Default language:	master English		Famoye

- Make sure the **password will not expire**, and that the language is set to **English**. Also, the default database should be **master**.
- Be sure to re-start the SQL Server service to ensure your settings have been registered by the application.
- Next, you must assign the following settings:

4. Navori User Account: Server Roles

Select a page	📓 Script 🔹 🚺 Help
Server Roles User Mapping Securables Status	Server role is used to grant server
	bulkadmin
	diskadmin
	☐ processadmin public
	securityadmin serveradmin
	setupadmin
	(A) bysourier

• Under Server Roles, select dbcreator, public and sysadmin.

ielecta page	Script	- 🚺 Help				
General Server Roles						
User Mapping	Users ma	pped to this login:	1	1		
Securables	-	Culum	per	Default Schema		
T Status		master	avortNessSQL	dbo		
		model				
		msdb				
		NavoriSQL				
		ReportServer\$SQLEXP				
		Report Server\$SQLEXP				
		tempdb				
	F Gues	t account enabled for master				
	F Goes	t account enabled for: master				
Connection	I⊽ Gues Databas	t account enabled for: master orige mechanistic for: master occessadmin acks processory				
Connection Server: NESSISCIEXPRESS	F Gues Databas ⊡ da_d □ da_d	t account enabled for: master coessadmin ackupoperator atareader				
formection Server: NESS/SOLEXPRESS	₩ Gues 0 db.d 0 db.d 0 db.d	t account enabled for: master coessadmin ackupoperator atareader atareader atareater				
Connection Server: NESS'SQLEXPRESS Connection: NavonNessQL	₩ Gues ■ 0 db db 0 db db db db 0 db db 0 db db db 0 db db db db 0 db db db 0 db db db 0 db db db db 0 db db db db 0 db	t account enabled for: master coessadmin ackupoperator atareader atareader atareader atareader				
Connection Server: NESS/SOLEXPRESS Connection: NavonNessSQL Wew connection properties	Image: Construction Image: Constres Image: Con	t account enabled for: master coessadmin ackupoperator atareader atareader atareader enydatareader enydatareader enydatareader wner				
Connection Server: NESS/SOLEXPRESS Connection: NavonNessSQL If View connection properties Yogress	Image: Construction Image: Constreal Image: Co	t account enabled for: master coessadmin ackupoperator atareader atareader atareader enydatareader enydatareader enydatareader ecutyadmin				

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.
- Once you have completed these settings, your SQL Server will be configured and ready to use.
- 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:

Web Ser	ver (IIS)	
	Provides a reliable, manageable, and scalable W	Veb application infrastructure.
		[a)]
Role	service	Status
-	Common HTTP Footh room	Installed
-	Common HTTP reatures	Installed
P	State Content	Installed
	Default Document	Installed
	Directory browsing	Not installed
	HTTP Perfors	Notinstalled
	MahDAV Dublahing	Netinstalled
	Application Development	Installed
-	ACD NET	Installed
-	NET Extensibility	Installed
1	ACD	Installed
_	CGI	Notinetalled
۰.	ISAPI Extensions	Installed
-	ISADI Eltere	Installed
1	Server Side Tochudes	Installed
-	Health and Diagnostics	Not installed
	HTTP Loging	Not installed
	Logging Tools	Not installed
	Request Monitor	Not installed
	Tracing	Not installed
	Custom Logging	Not installed
	ODBC Logging	Not installed
1	Security	Installed
1	Basic Authentication	Installed
1	Windows Authentication	Installed
	Digest Authentication	Not installed
1	Client Certificate Mapping Authentication	Installed
1	IIS Client Certificate Mapping Authentication	Installed
1	URL Authorization	Installed
1	Request Filtering	Installed
	IP and Domain Restrictions	Not installed
	Destaura	Makingtollard

These settings ensure that your IIS server has everything it needs to run the Navori QL Server software.

If IIS is not currently installed, select Start > Control Panel > Programs > Programs and Features > Turn Windows Features On or Off > Internet Information Services

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

Once the settings have been activated, you can install Microsoft .NET

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

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.

Confirm Microsoft IIS is running

- On the QL Server PC, launch Internet Explorer.
- Type in the following URL: http://localhost/
- You should see the IIS welcome screen. This confirms IIS is installed and operational.

	×
Prevenue Bienvenue Bienvenue Bienvenue Benvenuto Velkommen Benvenuto Velkom Valkommen Hos Geldiniz Jose Geldi	

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 Server 2008 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**.

Internet Explorer Enhanced Security Configuration	>
Internet Explorer Enhanced Security Configuration (IE ESC) reduces the exposure of your server to potential attacks from Web-based content.	
Internet Explorer Enhanced Security Configuration is enabled by default for Administrators and Users groups.	
Administrators:	
On (Recommended)	
S C off	
Users:	
On (Recommended)	
Se off	
More about Internet Explorer Enhanced Security Configuration	
OK Cancel	

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

Step 3. Installing the Microsoft Desktop Experience (Windows 2008 R2 users)

If you plan on installing Navori QL Server on Windows Server 2008 R2, 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 PC).

The Desktop Experience feature enables you to install a variety of Windows 7 features on your server running Windows Server 2008.

What does the Desktop Experience feature include?

Desktop Experience includes the following Windows 7 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

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 4. 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 <u>http://get.adobe.com/flashplayer/</u>. 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 5. 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 command cmd > Press [enter] key
- At the DOS prompt type the command: C:\>ipconfig /all
- You should see the IP and DNS address including other information related to Windows networking:

You may also use this technique.

- 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

ternet Protocol (TCP/IP) Prop	erties	?
General		
You can get IP settings assigned this capability. Otherwise, you nee the appropriate IP settings.	automatically if your network support ed to ask your network administrator f natically	s
- ■ Use the following IP addres	s]	-
IP address:	192.168.1.17	
S <u>u</u> bnet mask:	255 . 255 . 255 . 0	
<u>D</u> efault gateway:	192.168.1.254	
C Obtain DNS server address	automatically er addresses: 192 . 168 . 1 . 2	
Alternate DNS server:	Advanced	ł
	OK Ca	ncel

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 (x86)\Navori\Navori QL Server Installation Package.
- 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.

Update QL config helper		_ 🗆 ×
Proxy settings Connection Settings Database Se	ettings Extranet Check windows right	
E s th		
Provu		
Tiony		
Proxy configuration:		
URL:	Get default proxy	
Port		
Windows Authentication :		
Login:	Default credential	
Password:		
	Test Proxy Set Proxy	

• 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 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 and your Navori QL Server license serial number.

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.

of NavoriQLServer - InstallAware Wiza	rd
Select Features	
 Collecting information Preparing installation Installing Finalizing installation 	Please fill in the information below: Verify Connection to Navori Proxy Settings: Proxy S
InstallAware	
	< Back Next > Cancel

• 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 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.

🕢 NavoriQLServer - InstallAware Wiza	rd			
Select Features				
	<u>P</u> lease fill in the i	nformation below:		
Collecting information	<u>N</u> avori Extrane	et Credentials:		
Preparing installation	Login:	m.doran@navori.com	r	
Installing	Navori QL Server	r License Key:		Verify Credentials
Finalizing installation	54063 - BC554 -	96F4B - 67A57 - 555AD - 3EF4C - P4	746	
1	<u>SQL Server</u> : Usually found with the following formatting: SERVERNAME\INSTANCENAME			
	<u>S</u> erver Name:	WIN-HG5O7BI8FS6		
	Instance Name:	SQLEXPRESS		Verify Credentials
	Login:	navori		
	Password:	******		
	<u>N</u> avori QL Serv	ver Configuration Information:		
	QL Manager Acc	ess Address (IP or DNS name):		
	192.168.2.244			
	QL Content Store	age Folder Path:		
InstallAware	C: WavoriConter	nt\	Browse	
		< Back Next >		Cancel

💰 NavoriQLServer - InstallAware Wizard					
Select Features					
	<u>P</u> lease fill in the i	information below:			
Collecting information	<u>N</u> avori Extran	et Credentials:			
Preparing installation	Login: Password:	m.doran@navori.com *****			
Installing	<u>N</u> avori QL Serve	r License Key:		Verify Credentials	
Finalizing installation	64063 -BC554	- 96F48 - 67A57 - 555AD - 3EF4C - F4	745		
5	<u>SQL</u> Server: Usually found with the following formatting: SERVERNAME\INSTANCENAME				
	Server Name:	WIN-HG5O7BI8FS6			
	Instance Name:	SQLEXPRESS		Verify Credentials	
	Login:	navori			
	Password:	****** Der	L		
	<u>N</u> avori QL Ser	ver Configuration Information:			
	QL Manager Access Address (IP or DNS name):				
	192.168.2.244				
	QL Content Stor	age Folder Path:			
InstallAware	C: WavoriConte	nt\	Browse		
		< Back Next >		Cancel	

• Upon successful of the tests you will receive the following confirmation. Click **OK** to continue.



😚 NavoriQLServer - InstallAw	re Wizard 📃 🗖 🗶
Select Features	3
	Please fill in the information below:
Collecting information	Navori <u>E</u> xtranet Credentials :
O Preparing installation	Login: m.doran@navori.com Password: *******
Installing	Navori OL Server License Kev:
Finalizing installation	SQL Server Check
	SQL Server Verification: SUCCESS
	OK Verify Credentials
	Navori QL Server Configuration Information:
	QL Manager Access Address (IP or DNS name):
	192.168.2.244
	QL Content Storage Folder Path:
InstallAware	C:\NavoriContent\ Browse
	< Back Next > Cancel
• 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.

💰 NavoriQLServer - InstallAware Wizard	
NavoriQLServer Setup Complete	
 Collecting information Preparing installation Installing Finalizing installation Constant of the set of the s	
InstallAware	
Finish >	

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:

🕢 NavoriQLServer - InstallAware Wizard	x
NavoriQLServer Setup Complete	\odot
<text><list-item><list-item><list-item><list-item></list-item></list-item></list-item></list-item></text>	
Finish >	

- 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.

• Your Navori QL Server software is now installed and configured. You may now proceed to the <u>QL Player</u> installation.

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 followed by /navorimanager.
- 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:

MEN	U Player	- ×	Content
F	Ser Management • Tools • Server • Log out	Create/Assign User V User Rights Alerts Events	 ► NAVORI Inc earch : Media & Ticker
Conten 17 Plannin Update	g		

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

USER DOMAINS	SERVER DOMAINS	~
Search : X	Define Group(s) / Sub-Group(s) user can see.	Add / Select User.
Note: The tree structure above lists the user domains on your server. You must create a domain for each group/sub- group view you wish to assign to your users.	Show all group Save Confirm	Cancel

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.

Administrator				20
USER PROPERTIES	ACCOUNT			
General Account	Account:		IP Restriction:	
Assign Profile	Valid From	Expires	Disabled 🔻	
	20/04/2011 15	06/06/2111	#	
	Login Adminis Password ••••••• Confirm ••••••• Disk Quota	Mb confirm	type new password 3 4 5 6 7 8 9 10 Cancel	

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 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).

You may now proceed to the QL Manager testing steps.

Testing your 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 "localhost")?

If YES, see step #2.

If NO, make sure IIS is properly configured and running.

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.

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.

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 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:

□ Enable proxy			
- Proxy			
Proxy configuration:			
URL:	Get	default proxy	
Port:			
Windows Authentication :			
Login:	Del	ault credential	
Password:			
	Test Proxy	Set Proxy	1

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.

y settings Connection Settings Datab	ase Settings Extranet C	heck windows right	
- Ip config			
Navori Web Service IP address:	192.168.2.200	192.168.2.200	_
Content folder IP address:	192.168.2.200	192.168.2.200	-
Content folder Path:	C:\NavoriContent	C:\NavoriContent	_
Adresse pour thumb:	192,168.2.200	192,168.2.200	_
		Update	1
		-	

- 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?

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. 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 : <u>Verifying the server's IP and DNS configuration</u>.

Backing up your installation

It is recommended your 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.

QL Server Backup Procedure

• Next, 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 <u>must be</u> <u>synchronized</u>; 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.
- 2. Open the Databases tree and locate NavoriSQL. Right click it and select Tasks > Back Up...



3. Make sure the correct database is selected. Select Full backup. Give this database backup a name. 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.

🧻 Back Up Database - NavoriSQ	L				_ 🗆 🗙
Select a page	<u> Script</u> 🕶 🚺 Help				
🚰 General 🚰 Options	Courses.				
	Source				
	Database:		NavoriSQL		· •
	Recovery model:		SIMPLE		
	Backup type:		Full		-
	Copy-only Backup				
	Backup component:				
	Database				
	C Files and filegroups:				
	Backup set				
	Name:	NavoriSQL-Ful	Database Bac	ckup	
	Description:				
	Backup set will expire:				
	After:	0		days	
Connection	C On:	1/ 3/2012		-	
Server:	Destination				
NAYUHILANADA\3QLEAFHE33	Back up to:	Disk		C Tape	
NAVORICANADA\Administrator	c:\Program Files\Microsoft S(QL Server\MSSQL10.	SQLEXPRESS	S\MSSQL\Ba	Add
Jiew connection properties				_	
					Remove 💙
Progress				-	
Ready			ĩ	×1 -	Contents
44.5 ⁴				<u> </u>	
			[OK	Cancel

4. When the backup is completed you can click **OK** to finish the process.

elect a page	🖳 🕵 Script 👻 📑 Help				
🚰 General					
T Uptions	Source				
	Database:		NavoriSQL		•
	Recovery model:		SIMPLE		
	Backup type:		Full		-
	Copy-only Backup				
	Backup component:				
	Database				
	C Files and filegroups				
Microsoft SOL Server Ma	anagement Studio				×
The backup of	database 'NavoriSQL' completed	successfully.			
The backup of	database 'NavoriSQL' completed	successfully.		OK	
onneccear Server:	database 'NavoriSQL' completed C On: Destination	successfully.	Ţ	ОК	
Connection Server: NAVORICANADA\SQLEXPRESS	database 'NavoriSQL' completed C On: Destination Back up to:	successfully. 17 3/2012	<u>_</u>	ок Таре	
ONNECCON Server: VAVORICANADA\SQLEXPRESS Connection: VAVORICANADA\Administrator	C On: Destination Back up to: C:\Program Files\Microso	I 17 3/2012 C Disk It SQL Server\MSSQL11	 ر SQLEXPRESSV	Tape 1SSQL\Ba	Add
The backup of	database 'NavoriSQL' completed C On: Destination Back up to: C:\Program Files\Microso	I 17 3/2012 C Disk R SQL Server\MSSQL11	 (SQLEXPRESSV	Tape 1SSQL\Bar	Add Remove
The backup of The backup of Competition Connection: NAVORICANADA\SQLEXPRESS Connection: NAVORICANADA\Administrator View connection properties rogress	database 'NavoriSQL' completed C On: Destination Back up to: c:\Program Files\Microso	successfully. 17. 3/2012 © Disk R SQL Server\MSSQL11	 (ISQLEXPRESSV	Tape 1550L\Ba	Add Remove
The backup of The backup of Connector: NAVORICANADA\SQLEXPRESS Connection: NAVORICANADA\Administrator View connection properties rogress Executing (100%) Stop action now	C On: Destination Back up to: c:\Program Files\Microso	IT 3/2012 Disk SQL Server\MSSQL11	SQLEXPRESSV	Tape ISSQL\Ba 	Add Remove Contents

Once you have performed these backups, the system can be restored at any time from any broken state.

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 run fully autonomously on dedicated PC equipment.

For the best possible performance, we recommend installing Navori QL Player on a **Windows 7, 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:

- o 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 who's 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. You should see the Navori QL Manager login page come up.
- Type in your login name and password then click Connection.

C S http://192168.2.200/navorimanager/ P ~ E C × S Navori Manager QL - Login ×	G & @
Logine	
Administrator	
Password:	
Connection	
Copyright Navori SA - Switzerland, All rights reserved.	

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.

Click OK to close this	window and	l continue.	

Player1			ж
PLAYER PROPERTIES	LICENSE INFORMAT	TION	
General License Information	Product Name Version	Add-On Status Core Playback Engine Activated	
Performance and Plug-Ins Location Specific Content Categories	Serial Number Activation Date Expiration Date	29A2E - 8FCFE - 15E50 - 515C8 - Playback Reporting Activated Dec 21 2011 Real-Time Monitoring Activated Dec 31 2100 highlight entire serial number and icker & Titling Activated	
		OK Cancel	

MENU	Player	nitoring Playback Reporting	Content
F Se	ols rver	Player Technical Profile Download QL Player	h :
Content			• Ticker
17 Planning			
Update			

• 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.

MENU	Player	- ×	Content = X	Playlist	Planning		
III EIII O	Management Monitoring Play	back Reporting	4 + NAVORI Inc + EastWay Shopping Mall	NAVORI Inc EastWay Shopping Mall	NAVORI Inc EastWay Shopping Mall		ping Mall
	Search :	x	Search :		Current Week	4 Week 49 🕨	4 Dece
Player	▶ NAVORI Inc		Media & Templates 👻 Media & Templates		0	1 2	3 4
2222			Ticker		Mon		
Content					5 Dec		
				-			-
17					6 Dec		
raining							
•					Wed 7 Dec		
Update							1
					Thu		
					a Dec		
					Fri		
			IL		9 Dec		
					Sat		
					10 Dec		Î.
					Sun		
					11 Dec		
				select Save and a			
				location on your			
				- Cs haid drive			
				7/			
	P				-		
		Do you want to	run or save NavoriQLPlayer_Setup.exe (81.7 MB) from 192.168.2.200?	Run Save 👻 Cancel	×		

• Locate the installer file on your hard drive.

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

VavoriQLPIa	yer_Sett	Open	pplication	83,791 KB
	0	Run as administrator		
		Unregister Application		
		Troubleshoot compatibility		
	2	IZArc	- F	
		Scan with Ad-Aware		
	٨	Submit with ThreatWork Alliance		
	8	Norton AntiVirus	F	
		Restore previous versions		
		Send to	•	
		Cut		
		Сору		
		Create shortcut		
		Delete		
		Rename		
		Norton File Insight		
		Properties		
Once you launch the installer, the following window will appear:

Navori QL Player - InstallShield Wizard		
	Welcome to the InstallShield Wizard for Navori QL Player The InstallShield Wizard will install Navori QL Player on your computer. To continue, click Next.	
	< Back Next > Cancel	

• The next window will appear briefly as the required software components are uncompressed:

avori QL Player - InstallShield	Wizard		
Preparing Setup			A second
Please wait while the InstallSh	eld Wizard prepares t	he setup.	
Navori QL Player Setup is prep rest of the setup process. Plear	aring the InstallShield e wait.	Wizard, which will gu	ide you through the
-			
stalShield			

- 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.

License Agreement Please read the following license agreement carefully.	
NAVORI SUBSCRIPTION AGREEMENT	
Important - Read Carefully. This Subscription Agreemen agreement between you (either an individual, an entity, behalf of the entity, who will be referred to throughout th and Navori SA and Navori Inc. (collectively referred to "Our") for the use (whether on free trial or purchase) of	nt ("Agreement") is a legal binding or an individual accepting on his agreement as "You" or "You"), herein as "Navori" or "US" or certain Navori software
applications, which means the online, Web-based appli User wia http://www.sas.navori.com and/or other desig User Guide, that are ordered by You as part of a free thi including associated offline components but excluding ("Services"). The Services also include any software u	ications and platform provided by pated websites as described in the ial or under an Order Form, Third Party Applications updates and upgrades that Navori -
applications, which means the online, Web-based appli Us via http://www.saas.navori.com and/or other desig User Guide, that are ordered by You as part of a free tri including associated offline components but excluding ("Services"). The Services also include any software u	ications and platform provided by nated websites as described in the ial or under an Order Form, Third Party Applications updates and upgrades that Navori - Print
applications, which means the online, Web-based appli Us via http://www.sas.navoii.com and/or other desig User Guide, that are ordered by You as part of a free tri including associated offline components but excluding ("Services"). The Services also include any software u I gccept the terms of the license agreement I go not accept the terms of the license agreement	ications and platform provided by inated websites as described in the ial or under an Order Form, Third Party Applications updates and upgrades that Navori + Print
applications, which means the online, Web-based appli Us via http://www.saas.navori.com and/or other desig User Guide, that are ordered by You as part of a free tri including associated offline components but excluding ("Services"). The Services also include any software u I gocept the terms of the license agreement I go not accept the terms of the license agreement stallShield	ications and platform provided by nated websites as described in the ial or under an Order Form, Third Party Applications updates and upgrades that Navori + <u>Print</u>

- 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.

Server IP :	
192.168.15.128	
Player serial number :	
29A2E - 8FCFE - 15E5	50 - 515C8 - C47B2 - 063EE - F6923
Use default proxy	through proxy : No -
Address :	
Port :	
Use Windows au	thentication
Login :	
Password :	
<u></u>	

• Upon successful completion of the software activation, you will be presented with the following window:

Navori QL Player - InstallShiek	d Wizard	
	Navori QL Player successfully installed.	
	Click on finish to exit.	
	Cancel	

• 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.

IMPORTANT! 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 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).
- 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.

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.

🛃 NavoriQLEngine	🗆 🔀
NavoriQLPlayer. Copyright (c) 2011 by Navori Inc.	
	Exit Player

- 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:



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