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Introduction

The Navigate Pro installation program is a universal installation program designed to make the installation of Navigate Pro available to many deployment environments. It will allow reseller engineers to automatically install the latest version of Navigate Pro together with support packages for Plantronics headsets if required.

The installer also allows the use of command line installation so you can use a software deployment tool.

If you need to load a previous version of Navigate Pro or your system does not have internet connectivity on the PC you are installing to, then please call SpliceCom support for instructions on how to do this.

Installation Prerequisites

Operating systems:

Navigate Pro is designed to work on **Windows 10** and above, **Windows Server 2016** and **2019** for **partner mode only** working for remote desktop deployments.

Registry Access and Profiles:

- It is assumed that all users/profiles and permissions have been setup correctly prior to installation.
- NavigatePro will require access to the user's registry specifically:

Computer\HKEY_CURRENT_USER\Software
Computer\HKEY_LOCAL_MACHINE\SOFTWARE

- NavigatePro will require access to the users\%username% directory.

Internet:

For the installer to get the latest version of the installer the PC must have a working internet connection.

Installing NavigatePro

Download the installation file by using the link from the Splice.com forum within the Navigate Pro thread, depending on the browser you may be asked if you wish to run the downloaded file, alternatively, locate the installation file (Normally found in your Downloads folder) double click to run.

Click yes to the "Do you want to allow this app to make changes to this device?"



The Navigate Pro installer will download the latest version of Navigate Pro from the internet, If the installer detects that there is no internet access available it will give you a chance to select a local installation file.

A screenshot of the "Navigate Pro Installer (v1.1.1.130)" window. The window has a title bar with the Splice.com logo and window controls. The main content area contains three options, each with a checkbox: "Download & install latest NavigatePro.1.1.1.130.zip", "Auto Start Navigate Pro", and "Plantronics Headset support". The "Plantronics Headset support" option has sub-options "Add" and "Remove", each with its own checkbox. At the bottom are "QUIT" and "NEXT" buttons. Four blue callout boxes with white text provide instructions: 1. "If you want Navigate Pro to start when windows starts then check the 'Auto Start option'" points to the "Auto Start Navigate Pro" checkbox. 2. "Click the check box to install the advertised version" points to the "Download & install latest..." checkbox. 3. "Click Quit to abort the installation" points to the "QUIT" button. 4. "If you have a Plantronics USB Headset and you will be using Navigate Pro in softphone mode, Check to add Plantronics support" points to the "Plantronics Headset support" section.

If you want Navigate Pro to start when windows starts then check the 'Auto Start option'

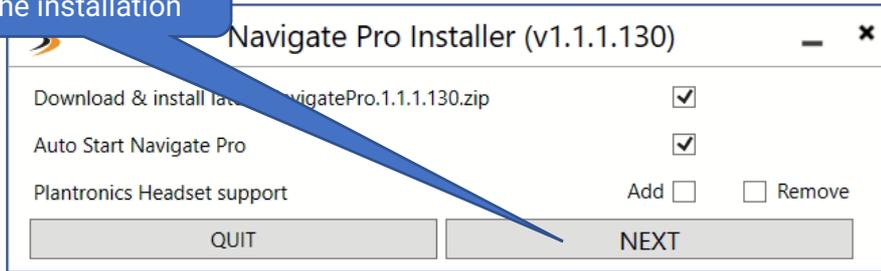
Click the check box to install the advertised version

Click Quit to abort the installation

If you have a Plantronics USB Headset and you will be using Navigate Pro in softphone mode, Check to add Plantronics support

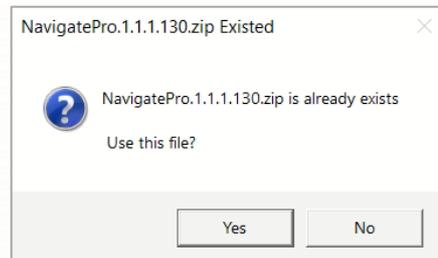
Installing NavigatePro (Continued)

Click NEXT to continue with the installation

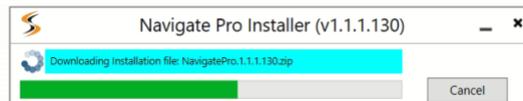


The installer will first check to see if Navigate Pro has already been installed

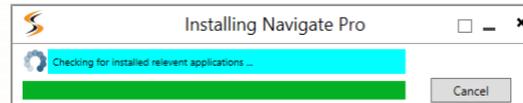
If the installer finds the Navigate Pro installation file in the same directory as the installer it will prompt you asking if you want to use the local file.



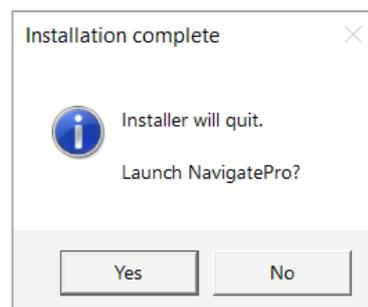
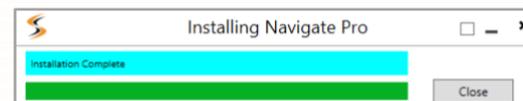
If there is no local file, the installer will proceed to download the installation file.



However, if the installer detects there is no internet connectivity then it will bring up the explorer window, which will allow you to select an appropriate installation file.



Once downloaded Navigate Pro will be installed and then you will be prompted if you want to launch Navigate Pro.



If this is the first time Navigate Pro has been installed on the PC and you have been using an earlier version of Navigate, the installer will pick up the previous settings and copy them to Navigate Pro.

Navigate Pro Installer (Command Line Options)

The Navigate Pro installer can be incorporated into an install script so that a software deployment tool can be used.

The following command line options are available (Replace x.x.x.xx with the version number)

Install Navigate Pro with a valid installation file in the same folder as the installer.

InstallNavigatePro.x.x.x.xx.exe -file "NavigatePro.1.1.1.104.zip"

Install Navigate Pro an installation file being different folder.

InstallNavigatePro.x.x.x.xx.exe -file "C:\download\NavigatePro.1.1.1.104.zip"

Install Navigate Pro with Plantronics support.

InstallNavigatePro.x.x.x.xx.exe -file "NavigatePro.1.1.1.104.zip" -plantronics add

Install Navigate Pro and remove Plantronics support.

InstallNavigatePro.x.x.x.xx.exe -file "NavigatePro.1.1.1.104.zip" -plantronics remove

Install Navigate Pro and **DO NOT** launch NP on completing the installation.

InstallNavigatePro.x.x.x.xx.exe -file "NavigatePro.1.1.1.104.zip -launchNavigatePro n

So that any batch scripts you may use can get feedback from the silent install the following values and text strings are returned from the Navigate Pro installer

Return Code	Return Text
0	SUCCESS_NO_ERR_CODE
1	INSTALLATION_FAILED
2	INSTALLATION_FILE_NOT_FOUND_ERR_CODE
3	INSTALLATION_FILE_CORRUPTED_ERR_CODE
4	NO_ADMIN_PRIVILEGE_TO_MAKE_CHANGE
5	FAIL_IN_DOWNLOADING_INSTALLATION_FILE

Installing NavigatePro on a Windows™ server

Pre-requisites:

For NavigatePro to work in a remote desktop environment the following conditions must be met.

- It is assumed that all users/profiles and permissions have been setup correctly prior to installation.
- NavigatePro will require access to the user's registry specifically:

Computer\HKEY_CURRENT_USER\Software
Computer\HKEY_LOCAL_MACHINE\SOFTWARE

- NavigatePro will require access to the users\%username% directory.
- NavigatePro will require access to the created profile directory.

To install NavigatePro on the server follow the normal installation instructions as described previously.

Setting up NavigatePro user extensions

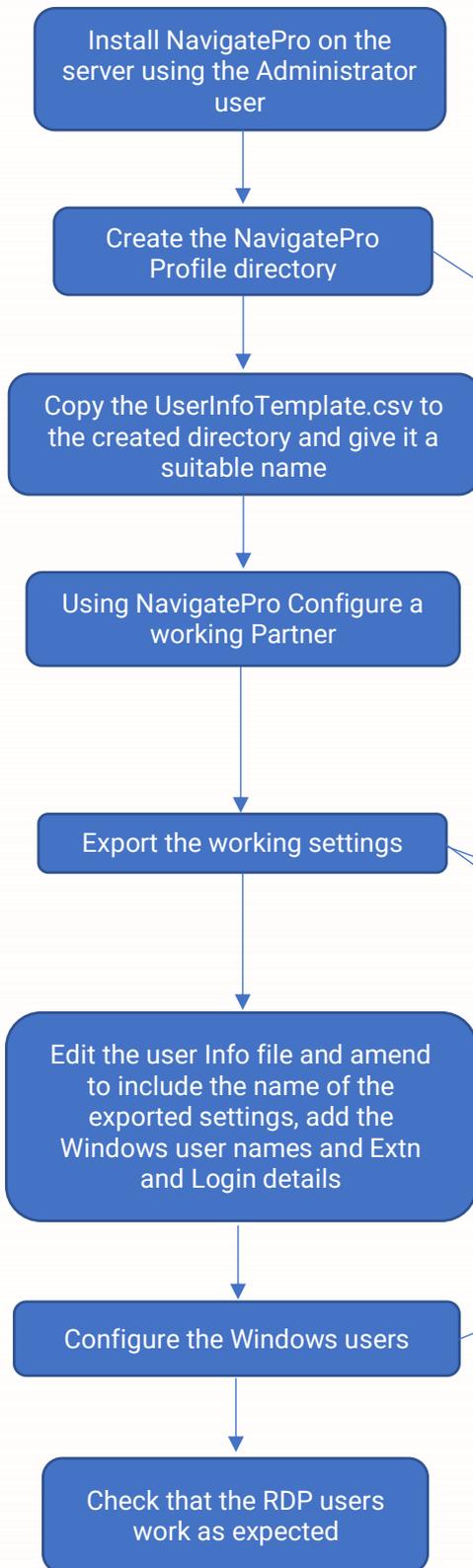
When NavigatePro has been installed it will also install some sample server template files these are example files for reference and can be found in the:

\Program Files (x86)\Splice.com\Navigate Pro\res\ServerTemplates directory.

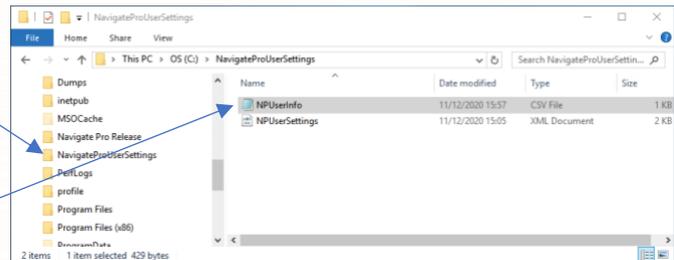
User_Info_Site_A_Template.xml	This is an xml file of the NP user settings.
UserInfoTemplate.csv	CSV File which is used by NP to match the users details against the windows user.
UserInfoTemplate.xlsx	The UserinfoTemplate.xlsx is an excel editable file of UserInfoTemplate.CSV, if used then the file MUST be exported as a CSV after all the changes are made.

If you have multiple SelectVoice servers then you can configure a separate UserInfo file for each site, this gives you the flexibility to setup users for multiple systems and users and to be able to mix between RDP and Domain logins with PC's.

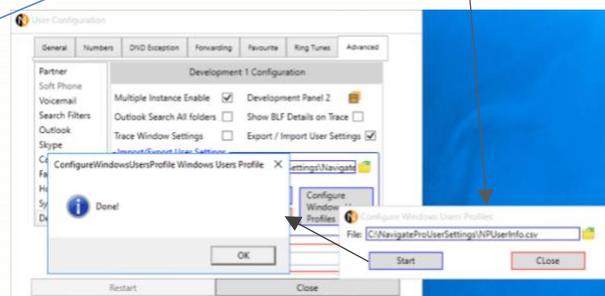
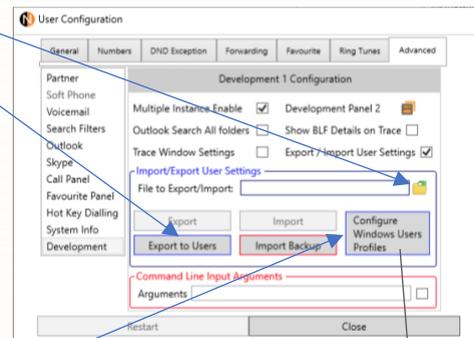
Configuration flow chart



Using the following flow chart to configure the NavigatePro users, all changes should be made on the server using the Administrator user.



To export the working settings to a file first enter the Development code (iddqd) in the User Configuration menu, go into the Development menu, tick the Export/Import User Settings and then select the file to use/create by clicking on the folder for File to Export/Import and then clicking on Export to Users.



The User Info file is a comma delimited file that sets out what the Windows user¹ (As found under \users\user name) will use for their NavigatePro settings, it also has the information for the Extn and login code to use for that user.

Use can also setup softphones, but these settings are only for Domain users with Actual PC's, NavigatePro will not work as a softphone with users who use RDC.

¹The Windows user name **MUST** match what has been setup on the Windows server, if it does not then that users NavigatePro will not load the setting's for that user.

User Info file example column information

Windows User	Import File	Partner Hot Desk No	Partner Hot Desk code	Softphone Hot Desk No	Softphone Hot Desk Code
Jimmy	C:\NavigateProUserSettings\NPUserSettings.xml	760	778258		