

## NavPac v4.3 - FAQs

### ***Does the previous version need to be uninstalled before installing v4.3?***

When NavPac v4.3 is installed, users might be automatically prompted to uninstall v4.2, if one is present. It is recommended that any existing NavPac version number is checked before running the Installer by clicking the "About" button from the "Home" screen. If it begins with "4.3", there is no need to run the NavPac Installer for v4.3.

### ***How many machines can I load the NavPac DVD onto?***

NavPac is licensed to be used on a single machine (PC or laptop). If it is required on multiple machines, multiple copies will need to be purchased.

### ***Do I need a different key for each machine?***

Yes, each machine requires its own Product Key.

### ***Where do I get the NavPac Product Key?***

If your machine does not have a copy of NavPac v4.3 already installed, you will find the Product Key on a label inside the cardboard NavPac and Compact Data A4 Disc Folder.

If your machine does have a copy of NavPac v4.3 already installed, you will find the Product Key by clicking the "About" button on the NavPac Home Screen.

### ***Can I install NavPac on a Mac or other operating system?***

NavPac v4.3 is only tested and supported on Windows 10 and Windows 11.

### ***What information do I need to provide in order to get Technical Support?***

Contact our Customer Services team via the Customer Services Portal or directly at [Customerservices@ukho.gov.uk](mailto:Customerservices@ukho.gov.uk) explaining the situation and provide the following information:

- Name
- Registration email address (or intended registration email address)
- Product Key
- A description of the issue the user is encountering

Customer Services will then contact the HMNAO Team for a resolution.

### ***What do I do if the NavPac installer says my NavPac v4.3 Product Key is invalid?***

Restart the installer, when you enter the Product Key all the characters should be numbers, there is no need to enter the dashes.

If this is still showing as invalid, the product key should be provided to Customer Services, emailing [Customerservices@ukho.gov.uk](mailto:Customerservices@ukho.gov.uk). Customer Services will then check with the HMNAO Team to verify the product key is valid and available.

### ***We have accidentally tried to install NavPac on a second machine with same product key and it will not let us change it. How should we proceed?***

Before the install was attempted, a system restore point should have been generated on your machine, rolling back to this point should clear the product key from the machine. If this fails, contact Customer Services at [Customerservices@ukho.gov.uk](mailto:Customerservices@ukho.gov.uk) again for further assistance.

Contact our Customer Services team via the Customer Services Portal explaining the situation and provide the following information:

- Name
- Registration email address
- Product Key
- A description of the issue the user is encountering

Customer Services will then contact the HMNAO Team for a resolution.



***I tried installing NavPac but got the following error message: 0x80070005 - Access is denied, what should I do now?***

This is caused when the user installing NavPac 4.3 does not have the administration rights to install software. Please advise the user to contact their IT support for assistance.

***I tried installing NavPac but got the following error message: 0x80070017 - Data error (cyclic redundancy check)***

This error code 0x80070017 usually refers to bad media.

It may be worth doing a chkdisk (/r to repair faults) on the disk you are trying to copy your files to. This error can be connected to data corruption, a failing hard drive, faulty installation media or temporary file corruption. 0x80070005 is indeed an access denied error message. This usually means that you do not have permission to perform a particular action. This can be connected with improper permission settings, malware interference, corrupted system files, or issues with a third-party antivirus program.

The most common cause of this error is a bad sector on the hard-drive NavPac is being installed on. Running a scan disk and setting it to repair any file system errors or bad sectors may resolve the issue.

Please advise the user to do the following steps:

1. Go into My PC and right click on the C:\ icon and click properties.
2. On the new window, click the tools tab and the "Error Checking" button. (Note you will need to be running with Administrator privileges)
3. Scan the hard drive and fix any file system errors. Also, if you have the option, Scan for and attempt recovery of bad sectors.

Another reason for this issue maybe the NavPac DVD is damaged. If this is the case, the user should confirm that all above actions have been completed and that this has not resolved the issue.

If it is an ADMIRALTY Distributor raising this issue, Customer Services should ask that they complete a discrepancy form for damaged item and a Free Of Charge DVD replacement should be sent.

If the enquiry is from an end user, Customer Services should advise the customer that they should return the disc to the ADMIRALTY Distributor so that they can then provide a replacement. ADMIRALTY Distributors should follow the guidelines for the discrepancy process when the disc has been received back.

Please note the error message can apply to either the hard-drive or the DVD and does not provide an indication which one of these is causing the problem.

***There was a problem with my old machine and I want to install NavPac on a new machine but the website says that the Product Key is already in use. How should we proceed? What should I do?***

Contact our Customer Services team via the Customer Services Portal or directly at [Customerservices@ukho.gov.uk](mailto:Customerservices@ukho.gov.uk) explaining the situation and provide the following information:

- Name
- Registration email address
- Product Key
- A description of the issue the user is encountering

Customer Services will then contact the HMNAO Team for a resolution.

***Why am I being forced to register NavPac before I can use it? This was not the case in the past.***

UKHO is endeavouring to ensure all its users are contactable in the event of a critical update. By registering, you are providing UKHO the means to keep you informed.



***The NavPac Registration Website says my Product Key/Machine Signature is invalid, what do I do?***

- Ensure all the characters entered are numbers
- If you are still experiencing issues, please contact our Customer Services team via the Customer Services Portal or directly at [Customerservices@ukho.gov.uk](mailto:Customerservices@ukho.gov.uk)

Customer Services will then contact the HMNAO Team for a resolution.

***The NavPac Registration Website says my Product Key is already in use, what do I do?***

Contact our Customer Services team via the Customer Services Portal or directly at [Customerservices@ukho.gov.uk](mailto:Customerservices@ukho.gov.uk) explaining the situation and provide the following information:

- Name
- Registration email address
- Product Key
- A description of the issue the user is encountering

Customer Services will then contact the HMNAO Team for a resolution.

***We have provided incorrect details when activating NavPac, how can we change them?***

Contact our Customer Services team via the Customer Services Portal or directly at [Customerservices@ukho.gov.uk](mailto:Customerservices@ukho.gov.uk) explaining the situation and provide the following information:

- Name
- Registration email address
- Product Key
- A description of the issue the user is encountering

Customer Services will then contact the HMNAO Team for a resolution.

***I have double clicked on the NavPac 4.3 Icon and nothing happens, why is this?***

This is caused by one of the following reasons:

- The user not having the rights to execute the NavPac.exe file or
- The user not having the rights to read values from the registry of the local machine

Please advise the user to contact their IT support for assistance.

***The option for selecting reCAPTCHA is not displayed when attempting activation/unlock/download. How do we proceed?***

This may have been caused by a temporary outage of the reCAPTCHA system.

Please could you make another attempt following the procedure below:

- If the reCAPTCHA box (I am not a robot) fails to appear, repeatedly refresh the page to remove any cached material
- If this does not resolve the problem, attempt the same using a different web browser
- If the problem is still not resolved, consult with your IT support to determine if the reCAPTCHA security system (or javascript in general) is blocked by your systems

Please advise if the above is successful. If it is not, we will investigate a different option for getting the update to you.

***Navpac 4.3 upgrade did not install correctly on my computer. The displayed error was "0x800b010a A certificate chain could not be built to a trusted root authority". Can you assist?***

This normally occurs on systems which have not received automated Windows updates for some time (due to being disconnected from the internet) and no updates have been manually applied.

This can be resolved by installing NavPac on a PC which has received all the necessary Windows updates.

We are currently investigating how we can assist disconnected users.

***We have received the information that there will be a new v4.3 of DP 330. We have 2 copies in stock of v4.2. On release of this new v4.3 software, v4.2 will no longer be supported. Can we still sell these copies to our customers, or should we receive 2 replacements? Previously, old stock held by ADMIRALTY Distributors was allowed to be returned for credit. Can you advise if this is still the case with the release of v4.3?***

This new NavPac v4.3 is an upgrade to the previous v4.2.

On release of v4.3, the current UKHO stock stored at our printers will be automatically destroyed so that only v4.3 is sold to future Customers from the release date of v4.3, 30<sup>th</sup> October 2025.

ADMIRALTY Distributors can continue to sell v4.2 until that date or until they have received their new v4.3 stock, if arriving a bit before the official release date.

Any old stock for v4.2 can be credited back to ADMIRALTY Distributors in the usual way, following the usual Credit Return process.

***NavPac is usually for 5 Years. Why does my NavPac v4.3 tells me in the About page that it will expire on 31<sup>st</sup> March 2029 as it should be until December 2030?***

There is currently a coding issue we are working on which prevents us from extending the expiry date of NavPac v4.3 to December 2030. Therefore, at a later date, we will be issuing new Product Keys for all your Customers to ensure the expiry date then extends to December 2030 as expected.

***Where can I find an End User Licence Agreement (EULA) and further information, such as an Installation Guide?***

You can find further information on the specific NavPac page on our ADMIRALTY Website at [NavPac and Compact Data | ADMIRALTY](#)

***The HMNAO Website is closed so how do I unlock my NavPac v4.3 software?***

The HMNAO Website has indeed been closed for security issues. We are currently working on a new Website presence however, the work is not completed just yet. Therefore, to unlock NavPac v4.3, contact our Customer Services Teams at [Customerservices@ukho.gov.uk](mailto:Customerservices@ukho.gov.uk)

When contacting them, send the following:

- **Email address (Please Note:** your e-mail address will be used to contact you in the event of an update or to advise of any issues affecting NavPac)
- **NavPac Product Key**
- **Machine Signature/ID**
- **Vessel and/or Company name** (Optional)

If the Email address, Product Key and Machine Signature/ID are valid, Customer Services will then send you the required unlock code. Please store it for future reference.

