

# NavPac v4.3

## Installation User Guide



## General Guidance

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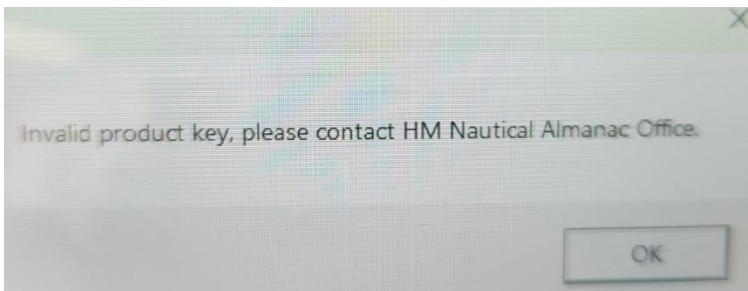
- Users will require Administration Rights to install software on their PC/Laptop
- Users can only install 1 NavPac version (i.e. NavPac v4.3) per PC/Laptop. It is possible to have both NavPac v4.2 and v4.3 onto 1 PC/Laptop only but not have v4.3 on multiple PC/Laptops as the unlocking will be rejected
- If there is no previous NavPac v4.2 already installed, users only need to follow the instructions on this User Guide to install NavPac v4.3 as a first install. Go to the “**Installation**” section

- If there is a previous NavPac v4.2 already installed, users then need to:

- 1) **Uninstall** the current NavPac v4.2
- 2) **Carry out a Full Machine Reset** (*this Machine Reset must be carried out on each Machine to be able to install the new NavPac v4.3 and activate with the new Product Key on each Machine*)
- 3) **Install the new Product Key** (*sent by ADMIRALTY Distributors when purchasing NavPac v4.3*)

- **If the Uninstall, Machine Reset are not carried out and the new Product Key is not installed, users will not be able to use the new NavPac v4.3 and view its data beyond the current expiry date of NavPac v4.2**

- If a Machine Reset is carried out without first uninstalling the current NavPac v4.2, the below window will appear:



- **You do not need to contact the HM Nautical Almanac Office (HMNAO) Team but only make sure NavPac v4.2 is uninstalled first, followed by a Full Machine Reset**

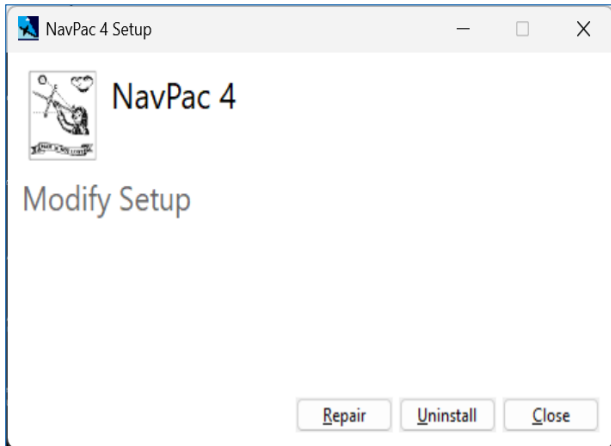
## Uninstalling

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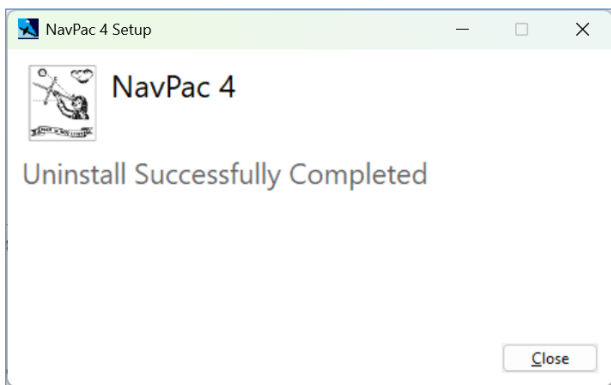
- To uninstall NavPac v4.2, go to the NavPac Icon on your Desktop or go to the Installed Apps on your PC/Laptop. **Right click** on the NavPac Icon or App and click “**Uninstall**”
- You may get a screen verifying the publisher as UK Hydrographic Office asking “**Do you want to allow this app to make changes to your device?**” If so, click “**Yes**” to proceed



- The window “**Modify Setup**” then appears. Click “**Uninstall**”:



- Once the Uninstall is completed, the “**Uninstall Successful completed**” window appears. Click “**Close**”



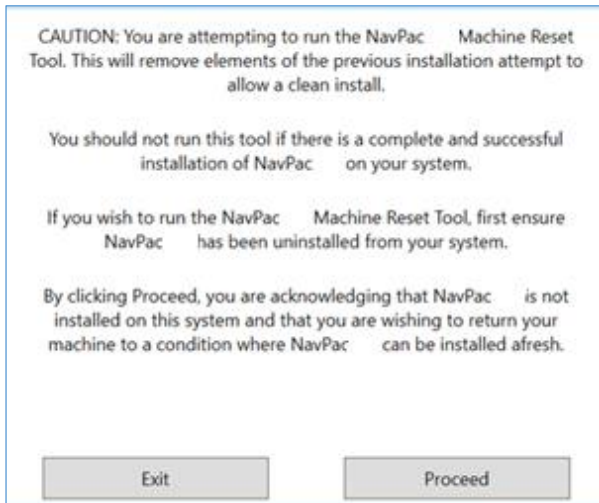
## Machine Reset

- As a new Product Key was provided, users now **must also** now carry out a full **Machine Reset** to remove this Product Key from their PC/Laptop
- **Please Note:** This Machine Reset must be carried out on each machine to be able to install the new NavPac v4.3 and activate it with the new Product Key

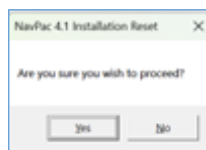
- For this Machine Reset, click on the **NavPacMachineReset .exe** file found on the DVD
- Once having clicked on the Machine Reset, you may get a screen verifying the publisher as UK Hydrographic Office asking “**Do you want to allow this app to make changes to your device?**” If so, click “**Yes**” to proceed



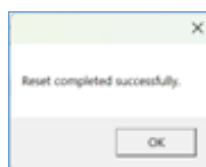
- The next window then appears. Click **“Proceed”**:



- On the next window, click **“Yes”** to confirm:



- The following window then appears to confirm the Reset has been successful, Click **“OK”**:



**- Following the Machine Reset, users sometimes need to contact the UKHO to then have their Product Key reset. In this case, there should not be any need to contact the UKHO to have the Product Key reset, as only installing a new NavPac version on top of a previous NavPac version, unless users want to move the activation from one machine to another (as NavPac can only be installed on one PC/Laptop at any one time)**

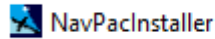
- If you need to contact the UKHO, contact our Customer Services Team at [CustomerServices@ukho.gov.uk](mailto:CustomerServices@ukho.gov.uk)

- Once the full Machine Reset has been completed, users now only need to **install** the new NavPac v4.3 following the instructions in this User Guide, using the new Product Key and Machine Signature (*which will automatically be found from your existing Product Key and Machine Signature, if using the same PC/Laptop, and entered on the installation screen*)

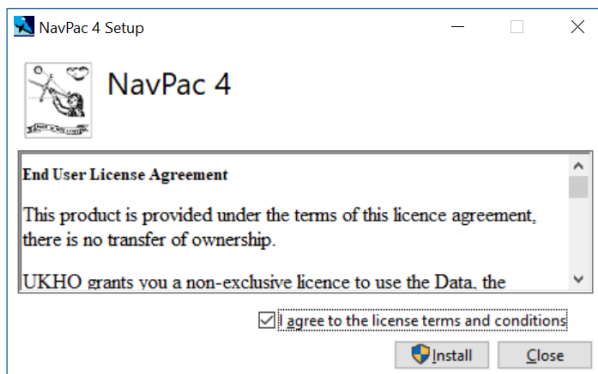


## Installation

- To install NavPac v4.3, click on the **“NavPacInstaller.exe”** file *(already sent to you with the Installer .iso file)*:



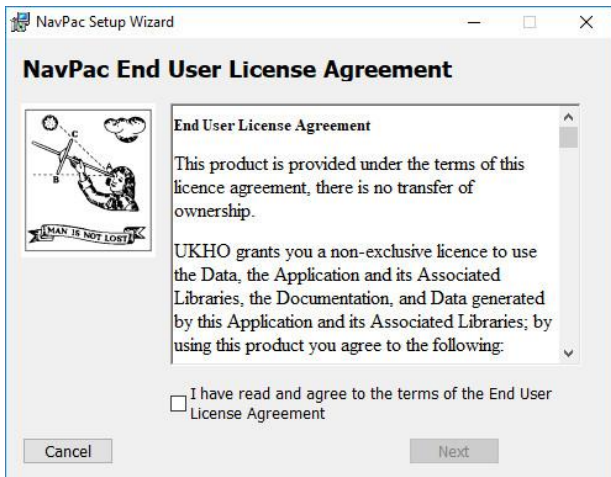
- Once clicking on the Installer, the first screen is the End User Licence Agreement (EULA) for users to agree to its Terms by ticking the **“I agree to the license terms and conditions”**, then Click **“Install”**:



- If users are not currently running as Administrator, an Install Shield icon will appear next to the word “Install”
- Users may then get a screen verifying the publisher as UK Hydrographic Office and asking **“Do you want to allow this app to make changes to your device?”** If so, click **“Yes”** to proceed
- The Installer will then silently install the necessary .Net framework, if it is not already present, before launching the NavPac Setup Wizard
- On the next **“NavPac Installation”** window, click **“Next”** to proceed



- On the next “**NavPac End User Licence Agreement**” window, read the Terms of the End User License Agreement and tick the box “**I have read and agree to the terms of the End User Licence Agreement**” to agree to the Terms. Click “**Next**” to proceed:



- On the next “**Machine Setup**” window, enter your 16-digit NavPac v4.3 Product Key (**Please Note:** All characters are numbers) and then click “**Next**”. (*This Product Key was already sent to you by your ADMIRALTY Distributor*):



- If you receive an error message, re-enter your Product Key making sure the numbers are the same as those issued to you

- If the Error messages persist, contact our Customer Services Team at [CustomerServices@ukho.gov.uk](mailto:CustomerServices@ukho.gov.uk)

- If your registration has been successful, the new “**Validation Successful**” window will appear with the “Machine Signature” and the “Product Key” already entered. Click “**Continue**”:





- Following your successful installation of NavPac v4.3, you now need to **unlock** your NavPac to be able to use it

## Unlocking NavPac v4.3

Once successfully installed, to unlock NavPac v4.3:

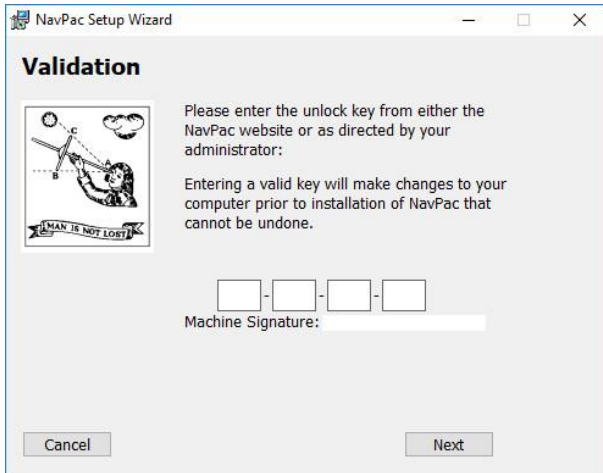
- **Only this time until a new HMNAO Website location is confirmed**, you will need to contact our Customer Services Team at [CustomerServices@ukho.gov.uk](mailto:CustomerServices@ukho.gov.uk) to unlock NavPac v4.3 to unlock your NavPac v4.3

When you contact Customer Services, please give the following information:

- **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
- Once you have received this Code, now go back to your NavPac Software



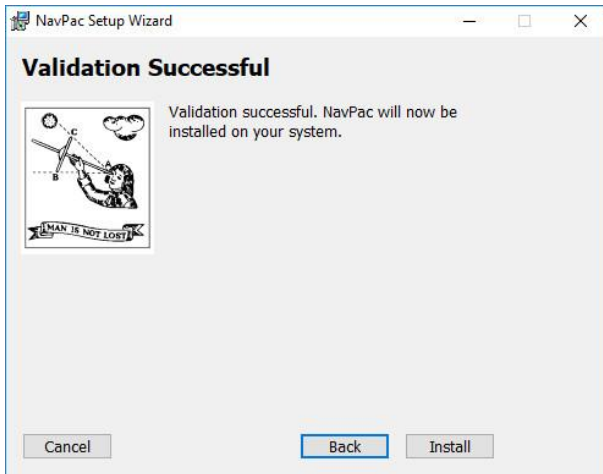
- On the next **"Validation"** window, enter the Unlock code given by Customer Services and click **"Next"**:



- If you receive an error message, re-enter your Unlock Code making sure the numbers are the same as those issued to you
- If the Error messages persist, contact our Customer Services Team at [CustomerServices@ukho.gov.uk](mailto:CustomerServices@ukho.gov.uk)
- If you wish to then install NavPac v4.3 in another location, enter a different Installation Directory or browse to the appropriate Directory on the next **"Install Location"** window. Then click **"Next"**:

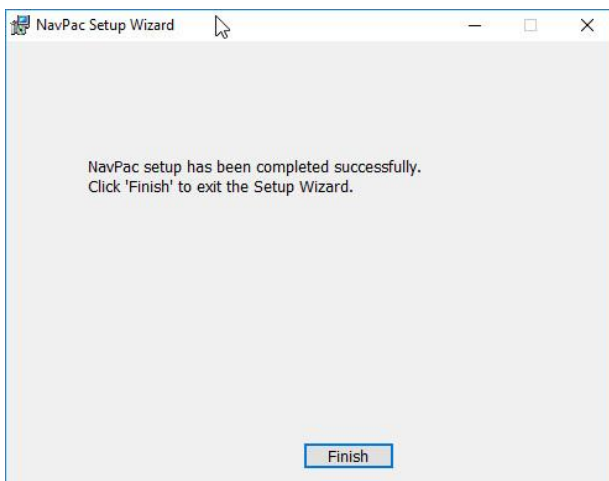






- Then click **“Install”** to start the installation

- A number of progress bars will appear. When the installation is complete you will encounter the following screen. Click **“Finish”**:



- If you encounter an error screen, contact your local IT support in the first instance and if the problem persists, contact [CustomerServices@ukho.gov.uk](mailto:CustomerServices@ukho.gov.uk) for further support.

- On the next “Installation Successfully Completed” Window, click **“Close”** to then start using NavPac v4.3:

