

Overview

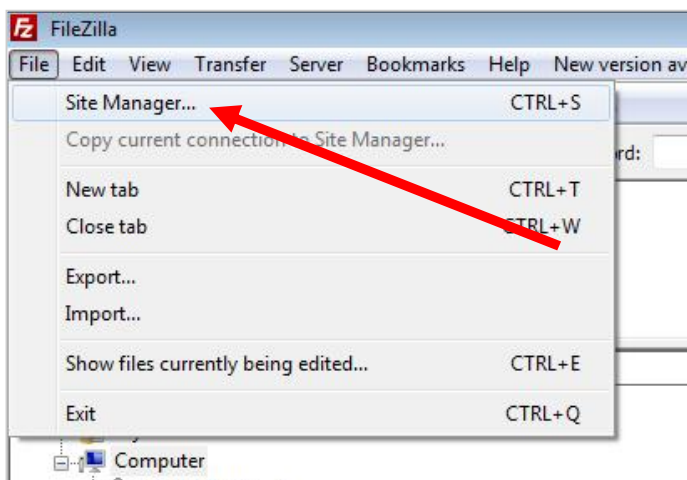
NavCom's Customer Support FTP site is populated with released firmware (current and archived versions), product documentation, sample data files for current products, and provides a place for customers to upload large data files for our support team to evaluate (please let us know once the data is uploaded so we can recover it).

The login process is defined below and requires a free copy of Filezilla Client from: <http://filezilla-project.org/download.php?type=client>. The use of Internet Explorer or Windows Explorer to download materials is no longer available. Once the program is installed, follow the setup and connection instructions below.

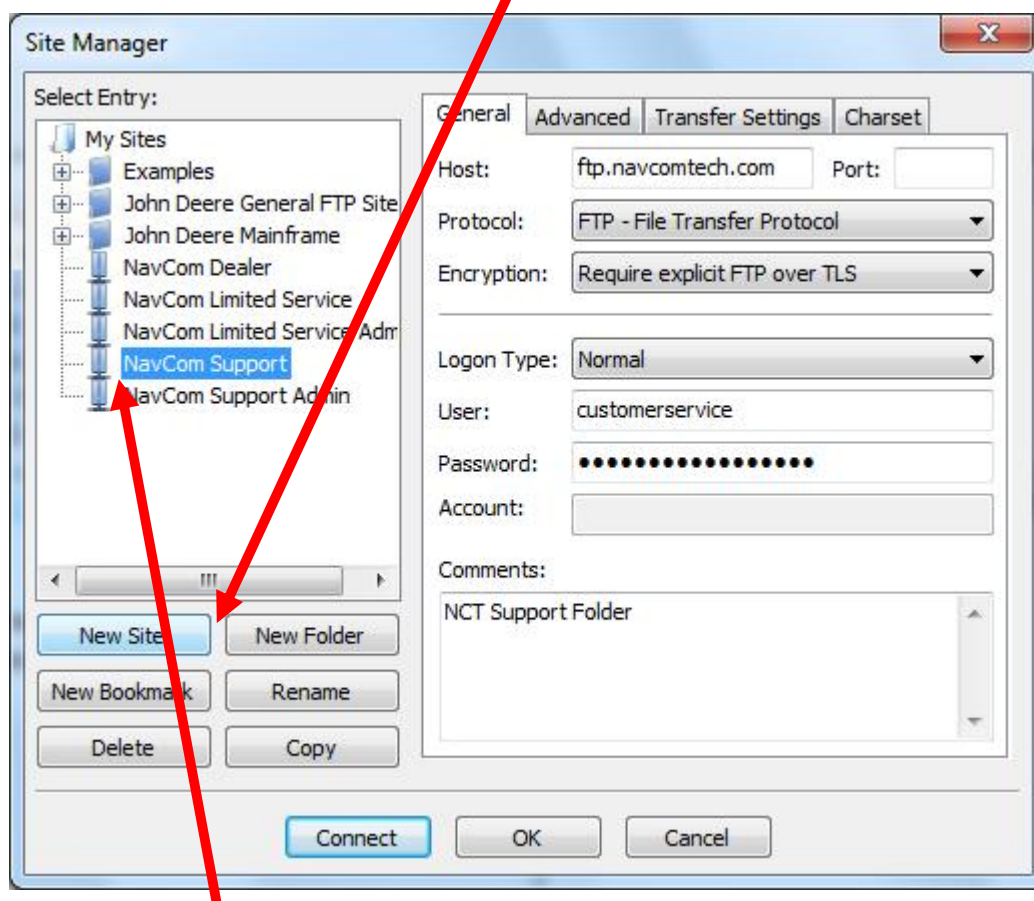
FileZilla Settings

The directions which follow are based on FileZilla v3.5.3:

- 1) Click on *File* and select *Site Manager*.



- 2) In the Site Manager Window – Click on *New Site*.

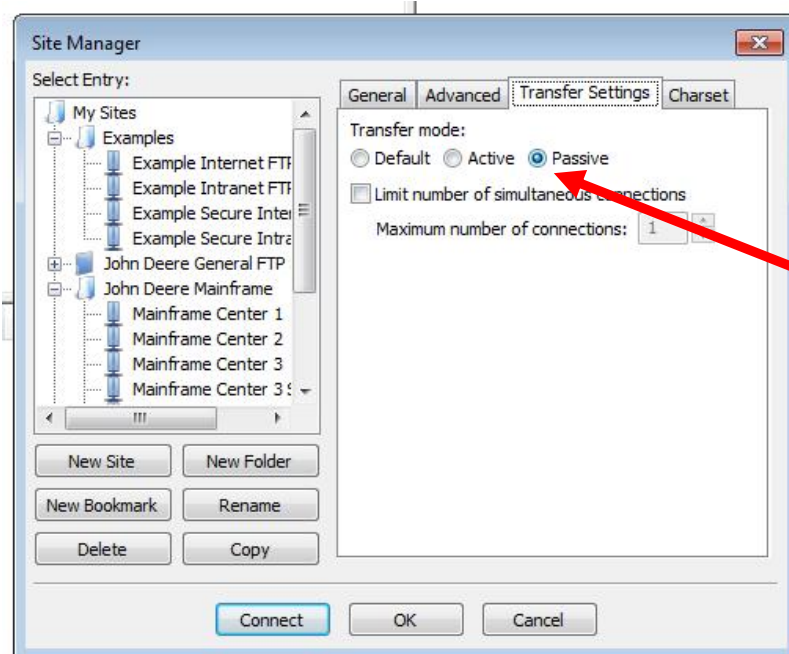


- 3) Type in "NavCom Support" for the label in the *Select Entry* window.

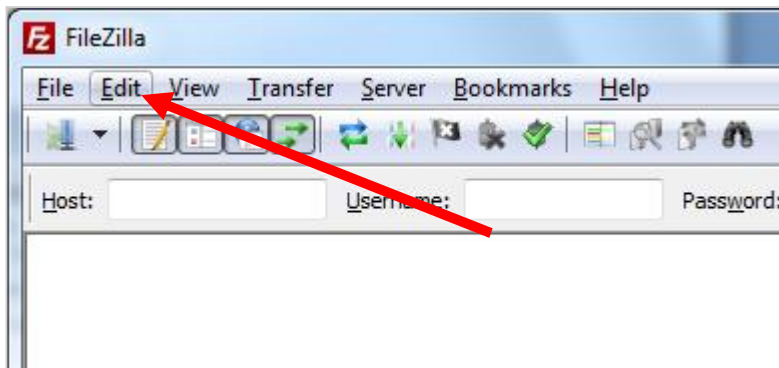
- 4) Under the *General* tab:

- a. Set *Host* to: ftp.navcomtech.com
- b. Set *Protocol* to: FTP – File Transfer Protocol
- c. Set *Encryption* to: Require explicit FTP over TLS
- d. Set *Logon Type* to: Normal
- e. Set *User* to: customerservice
- f. Set *Password* to: !cust0merservice1

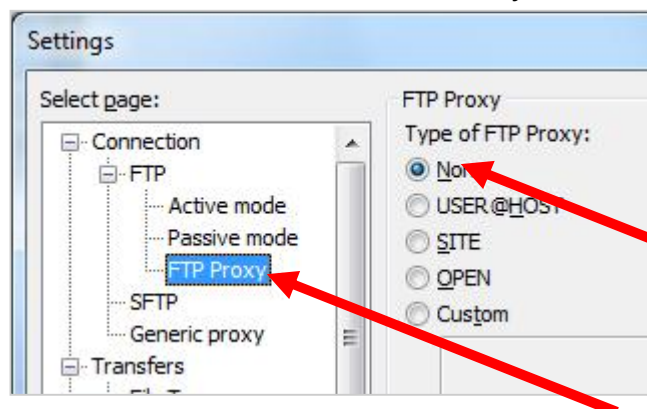
- 5) Click on the *Transfer Settings* tab:
 - a. Set *Transfer Mode* to: *Passive*
 - b. Click *OK*



- 6) Select *Edit*, then *Settings* from the main menu bar



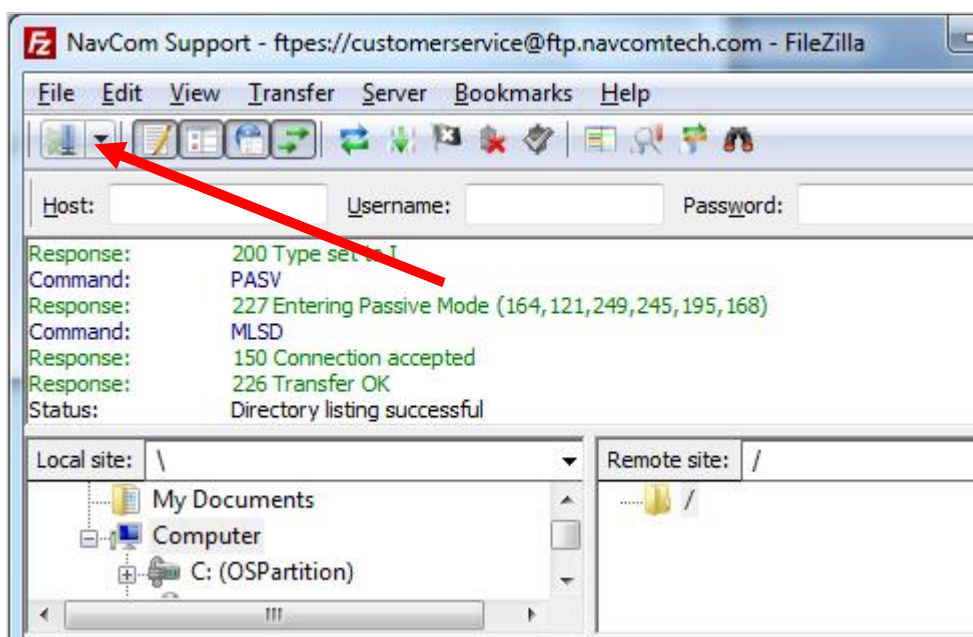
- a. Click on *Connection – FTP – FTP Proxy*



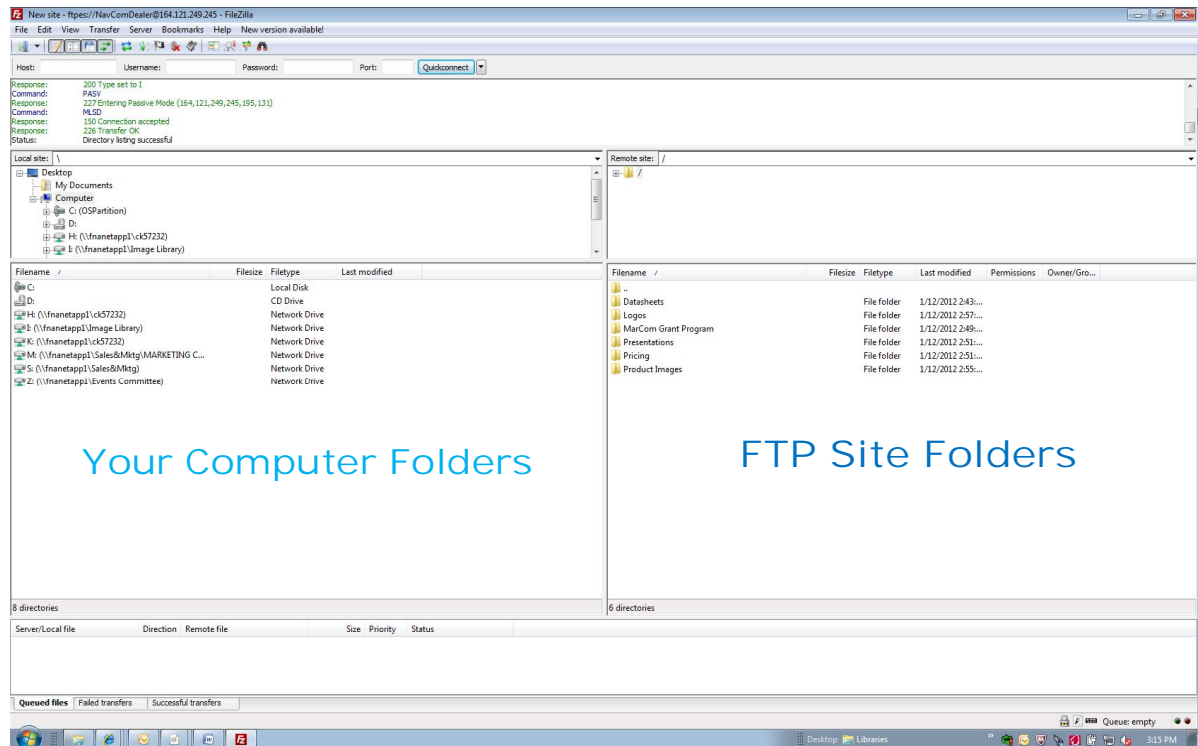
- b. Select NONE

- c. Click OK

- 7) From the home screen, click the down arrow (top left corner) and select the new site you configured: *NavCom Support*. FileZilla will attempt to connect to the ftp site. If a pop up window displays with a Certificate error, check the lower left box accepting the certificate and continue to the ftp site.



Once the connection is made, note that the two windows on the left show the content of your computer folders and the windows on the right show the content of the FTP site folders:



Locate the needed files through the appropriate directory structure, then drag files from the FTP Site Folders to Your Computer Folders to download. Similarly, data files can also be uploaded to the Customer Data directory for NavCom's evaluation.