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<div align="center">

SCALA, INC.
1 EAST UWCHLAN AVENUE
EXTON, PENNSYLVANIA 19341 USA

</div>

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INFOCHANNEL 3

Technical Support Options

Scala is committed to providing our clients with excellence in support services. We understand that every customer's support requirements are different and have tailored our support options to accommodate a variety of requirements.

The following options pertain to all InfoChannel 3 products, including InfoChannel Designer 3, Network Manager 3, InfoChannel Player 3, InfoChannel Reporter 3, and all add-on EXes.

Scala Service Program maintenance agreement First Year

SUPPORT OPTION	DESCRIPTION	PRICE
Scala Service Program maintenance agreement	• Covered for 1 Year from date of purchase • Unlimited access to Technical Support • Major and minor software upgrades • Priority response to phone and email • Electronic access to www.scala.com, and Web Discussion message boards	No charge

Scala Service Program maintenance agreement Renewal

SUPPORT OPTION	DESCRIPTION	PRICE
Standard	• Electronic access to www.scala.com, and Web Discussion message boards	No charge
Per Incident *	• Unlimited access to Technical Support	$99
Scala Service Program maintenance agreement	• Covered for 1 Year • Unlimited access to Technical Support • Major and minor software upgrades • Priority response to phone and email • Prorate multiple InfoChannel products to one blanket Maintenance Agreement	Call for pricing

* "Incident" is defined as anything pertaining to a particular problem, question, or request. Any subsequent emails, phone calls, onsite actions pertaining to that incident will be covered under the agreement. Please have credit card information available at time of call.

Please contact your VAR for renewal information.

Scala Support USA: Hours: 9:00 am to 8:00 pm Eastern Standard Time
Phone 888 444-5867

Scala Support Europe:	Hours: 9:00 to 17:00 Central European Time
	Phone: +31 45 523 7301
Scala Support UK:	Hours: 9:00 to 17:00 Greenwich Mean Time
	Phone: +44 (0) 2476 353 008
Scala Training:	Hours: 9:00 am to 5:00 pm Eastern Standard Time
	Phone: 1-888-SCALA-96 (722-5296)
Scala VAR Support:	Hours: 9:00 am to 8:00 pm Eastern Standard Time
	Phone: 888-SCALA-25 (722-5225)

Software Maintenance Agreement

THIS SOFTWARE MAINTENANCE AGREEMENT is made between Scala, Inc. of 1 East Uwchlan Ave., Suite 300, Exton, PA 19341 ("SCALA") and the Customer. SCALA and Customer agree as follows:

1.   Definitions

"Commencement Date" means the date referred to in Clause 3;

"Customer" means the end user of the SCALA Software.

"Initial Period" means the twelve (12) calendar months next ensuing after the Commencement Date;

"Related Persons" means and includes any related body corporate of SCALA (as defined in section 50 of the Corporations Law) or any director, secretary, officer or employee, agent or contractor of any of SCALA or its related bodies corporate.

"Software" means the SCALA software licensed to Customer pursuant to a license agreement.

"Software Updates" means bug fixes, documentation improvements and feature additions including all major and minor revisions.

"Software Support" means advice on operating the Software, advice on problems with the Software (given over the telephone or in writing and includes the provision of Software notes by SCALA).

"Software Maintenance" includes the provision of Software Support and Software Updates.

"Support Organization" means SCALA or, at SCALA's option, any person, firm or corporation designated by SCALA in writing at any time during the term hereof to supply Software Maintenance to Customer.

2.   Services

Subject to the terms and conditions contained in this Agreement and Customer's payment of the applicable Software Maintenance fees, the Support Organization will provide Software Maintenance to Customer as further described hereunder.

3.   Term

The Software Maintenance to be supplied under this Agreement will commence upon installation and delivery of the product and shall remain in force for the Initial Period. The parties may renew this Agreement for additional one (1) year periods (each, a "Renewal Term") upon mutually agreeable terms, provided that Customer indicates its desire to renew the Agreement at least thirty (30) days prior to the end of the Initial Period or a Renewal Term, as applicable.

4.   Software Updates

A. Provided that Customer has paid for Software Maintenance, SCALA will deliver to Customer new releases of Software Updates on appropriate computer media or electronically, if and when they become available for general commercial release during the maintenance period for the modules purchased by and being supported for the Customer.   A single copy of the Software Updates and pertinent documentation will be sent to the Customer for each affected Software product covered by this Agreement. Customer agrees that, unless otherwise agreed to in writing

by SCALA and Customer, the installation and use of any Software Updates shall be governed by the underlying end user license agreement entered into by Customer and SCALA.

B. SCALA or a Support Organization may defer, postpone or withhold Software Maintenance pursuant to this Agreement in the event Customer unreasonably delays installation of any new Software release or upgrade delivered to Customer pursuant to the terms hereunder.

C. Customer acknowledges and agrees that Customer is solely responsible for the acquisition and maintenance of the computer hardware, firmware, telecommunications, and information technology systems necessary to use and operate the Software. The Software documentation includes information regarding recommended Customer hardware and software configurations for operation of the Software, and SCALA and/or the Support Organization may provide advice regarding appropriate operating system(s) configuration for use of the Software. NEITHER SCALA NOR ANY SUPPORT ORGANIZATION SHALL BE RESPONSIBLE FOR CORRECTING ERRORS OR MALFUNCTIONS OF THE SOFTWARE OR SOFTWARE UPGRADES RELATED TO OR ARISING AS A RESULT OF CUSTOMER'S FAILURE TO MAINTAIN COMPUTER SYSTEMS ADEQUATE TO OPERATE THE SOFTWARE, OR CUSTOMER'S USE OR OPERATION OF HARDWARE OR SOFTWARE SYSTEMS THAT ARE INCOMPATIBLE WITH OR DEGRADE THE PERFORMANCE OF THE SOFTWARE.

5. Software Support

A. The Support Organization will provide telephone and/or modem and/or facsimile and/or electronic mail support for problems associated with the routine use and operation of the software. This service is intended for users who have been trained in the Software and is not to be used as a substitute for basic training. The Scala Value Added Reseller ("VAR") shall be the Support Organization for first level Software Support. SCALA shall provide second-level support and shall also provide first-level Software Support in the event the VAR/Support Organization fails or refuses to provide first-level support. If the Software Support staff feels a customer is abusing the Software Support services, SCALA will notify the Customer in writing and suggest appropriate training, on-site assistance or other alternatives to meet the Customer's needs. SCALA reserves the right to qualify all customer sites before accepting an Agreement, and to refuse to provide Software Maintenance Services, or to adjust the fee based on the environment (hardware or operating systems) and/or age of the product(s) and current status of the product(s) respectively.

   (i) The Support Organization will diligently investigate problems reported by the Customer. Subject to the exceptions set forth at Sections 4(C) and 6, if the Support Organization determines that the problem is the result of a reproducible error, defect, or malfunction in the supported Software, the Support Organization will make reasonable efforts to correct the problem. A Support Organization representative will provide Customer with a correction, a report/determination that further research is required, or confirmation that the system works per design specifications.

      (a) If a reproducible error is not correctable, a Software performance report will be generated and sent to SCALA's engineering group. The correction for the error would be incorporated in the next release or software updates, if possible.

A. Customer is responsible for informing SCALA of the problem severity. Customer is encouraged to call the Support Organization for clarification or uncertainty as regards to Software. More severe problems will be given priority over general questions.

B. The Customer shall provide to the VAR or Support Organization the name and contact information of one (1) representative of Customer who, with SCALA's acknowledgement, shall have access to the Support Organization's telephone advice service. The representative may be changed from time to time by Agreement between the parties. The initial representative shall be as determined by Customer and communicated to the VAR or Support Organization during the Software registration process.

C. All services to be provided under this Agreement shall be provided Monday through Friday, excluding public holidays) between the hours of:

In the U.S.
9:00 a.m. to 8:00 p.m. EST

In Europe
9:00 to 17:00 CET

Service coverage required outside of these hours may be arranged by agreement with the Support Organization.

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The following services are not covered by this Agreement:

A. Maintenance of facilities external to the Software; hardware support; questions regarding hardware installation, support or maintenance, telecommunications systems.

B. Repair or damage resulting from malfunction of electrical power or heating, ventilation and air conditioning; water damage; fire damage; theft; integration of the Software with non-compatible systems or software, misuse or improper use of the Software (including without limitation any use not specifically authorized in the Software license agreement, documentation or manuals); vandalism; civil commotion or war; or any combination thereof.

C. Support or Maintenance Services for altered or modified Software other than that altered or modified by SCALA and/or authorized agents of SCALA; or support versions of Software that have been superseded by a new release (provided that SCALA will continue to support superseded versions for a reasonable period, not to exceed forty-five (45) days, sufficient for Customer to implement the newest version).

D. Supervision of repairs on associated equipment.

7. Customer Responsibilities

A. The Customer must have a valid license to use the Software from SCALA and be in material compliance with the terms and conditions of such license.

B. The Customer must be current in its payment obligations under this Agreement.

C. The Customer shall notify the Support Organization of any Software problem together with complete information concerning the failure, as soon as possible after the problem has occurred.

   (i) The Customer shall provide as accurate and complete a description as possible to the Support Representative. The customer shall assist in problem resolution by providing copies of reports and/or files deemed necessary by the Support Services group.

D. The Customer will provide the Support Organization with the following:

   (i) Name of nominated personnel (and their location) who are competent to use the Software;

   (ii) Access to the Software and computer(s) on which it resides;

   (iii) Adequate working facilities (such as communication devices/modems);

   (iv) Access to and use of all information reasonably necessary to service the Software;

   (v) The Customer shall be responsible for security of its confidential, proprietary and classified information as well as for the maintenance of adequate backup procedures for files, as SCALA will not be responsible for loss of or altered files, data or programs;

   (vi) The Customer agrees to provide a safe and secure installation environment which meets the specified requirements of the computer system(s) on which the Software is running, including without limitation environmental controls, electric supply, service clearances, cable runs and, in the event that the Support Organization agrees to send personnel to the Customer's premises, safety of the Customer's and the Support Organization's personnel; and,

(vii) The Customer agrees to limit use of the Software Maintenance Services that are the subject of this Agreement to occasions when the Software fails to work as set forth in the user manuals or occasions where the user manuals are unclear.

8. Service Charges

A. Annual Maintenance Services for the Initial Period shall be provided without charge to Customer. Thereafter, Customer may elect to renew Maintenance Services for additional annual periods at SCALA's then-current standard annual fee for Maintenance Services. Annual fees may be invoiced thirty (30) days prior to the expiration of the previous period.

B. On-site service shall be provided at the reasonable discretion of the Support Organization. If on-site service is designated by SCALA as required or customer requested of which the Software is located at a distance beyond fifty miles (50 miles) from the Support Organization's office, a travel charge may be assessed by the Support Organization upon notice to and approval of Customer.

9. Changes or Waivers to Software Maintenance Agreement

A. During the term of the Agreement no changes and/or waivers by either party of its rights shall be made to the term and conditions contained herein other than by variation agreed to by authorized representatives of both parties and set forth in a writing duly executed by the parties. The non-enforcement or waiver of any provision of this Agreement on any occasion shall not constitute a waiver of such provision on any other occasions unless expressly so agreed in writing. It is agreed that no use of trade or other regular practice or method of dealing between the parties hereto shall be used to modify, interpret, supplement, or alter in any manner the terms of the Agreement.

B. SCALA has the right to vary the charges made hereunder if the Customer wishes to extend the service hours beyond normal working hours referred to in Clause 5.

C. If both parties agree in writing, additional Software to be supported may be included on this Agreement at a later date. The initial maintenance fee for the cost of supporting the additional Software will be prorated from the new Commencement Date to the original Initial Period or Renewal Term end date. An addendum form (attached) will be used to convey the additional Software to be included under this Agreement. The addendum form will be referred to as the "Addendum Page".

10. Non-Payment

The Support Organization reserves the right to decline to provide Software Maintenance if any amounts invoiced by the Support Organization have not been paid by the Customer as set forth in the customers' approved credit terms.

11. Extraordinary Expenses

The Support Organization reserves the right to charge for unusual or excessive telephone, shipping, handling, media or user manual expenses in connection with the Software Support to be provided hereunder. In all cases, the Support Organization will notify the Customer of these costs in advance.

12. Assignment

Customer may not assign this Agreement to a third party without the prior written consent of SCALA, which consent may be withheld in SCALA'S sole discretion. SCALA may assign or delegate its rights and responsibilities hereunder to a third party Support Organization upon notice to Customer, and may freely assign its rights and obligations hereunder in connection with the merger, acquisition or sale of all or substantially all of the assets of SCALA.

13. Force Majeure

SCALA shall not be responsible or liable for failure to perform or observe, or for delay in performing or observing any obligation under this Agreement where such failure or delay arises from any cause beyond the control of SCALA or the Support Organization (as applicable), including, but not limited to, strikes, lockouts, industrial action, acts of God, insurrection, terrorism, or civil commotion, or any other cause beyond the reasonable control of SCALA or the Support Organization (as applicable).

14. Limited Warranty

SCALA shall perform its services hereunder in a workmanlike manner. In the event that it is established to SCALA's satisfaction that any Software Maintenance or other service carried out by SCALA or a third party Support Organization under this Agreement was defective, Customer's sole remedy shall be the re-performance of such services without cost to the Customer. Notwithstanding the functionality or performance of any addition or release of error corrections, enhancements, or new releases to the Software program(s) in connection with the Maintenance Services, SCALA's obligation to correct errors in such additional releases shall be limited to the maintenance terms of this Agreement. EXCEPT AS EXPRESSLY SET FORTH IN THIS PARAGRAPH, SCALA SHALL HAVE NO LIABILITY FOR THE SOFTWARE OR ANY SERVICES PROVIDED, INCLUDING ANY LIABILITY FOR NEGLIGENCE; SCALA MAKES AND CUSTOMER RECEIVES NO WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, EXCEPT AS EXPLICITLY SET FORTH IN THIS AGREEMENT. SCALA SPECIFICALLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

15. Limitation of Liability

Laws from time to time in force in the jurisdiction where any services are to be performed hereunder may imply warranties or liabilities which cannot be excluded or which can only be excluded to a limited extent. In which case, SCALA hereby limits its liability to the extent permitted by law. If SCALA cannot exclude or limit any warranty implied by law, this Agreement shall be read and construed subject to such statutory provisions. SCALA'S MAXIMUM LIABILITY TO CUSTOMER HEREUNDER SHALL BE LIMITED TO THE AMOUNTS ACTUALLY PAID BY CUSTOMER FOR THE MAINTENANCE SERVICES. SUBJECT TO THIS CLAUSE UNDER NO CIRCUMSTANCES WILL SCALA OR ITS RELATED PERSONS BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE, OR INCIDENTAL DAMAGES, WHETHER FORESEEABLE OR UNFORESEEABLE, BASED ON CLAIMS OF CUSTOMER OR ITS CUSTOMERS, INCLUDING, BUT NOT LIMITED TO, CLAIMS FOR LOSS OF DATA, GOODWILL, PROFITS, USE OF MONEY OR USE OF THE SOFTWARE, INTERRUPTION IN USE OR AVAILABILITY OF DATA, STOPPAGE OF OTHER WORK OR IMPAIRMENT OF OTHER ASSETS, ARISING OUT OF BREACH OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT OR OTHERWISE, EXCEPT ONLY IN THE CASE OF PERSONAL INJURY WHERE AND TO THE EXTENT THAT APPLICABLE LAW PROHIBITS EXCLUSION OF SUCH LIABILITY. IN NO EVENT WILL THE AGGREGATE LIABILITY WHICH SCALA AND ITS RELATED PERSONS MAY INCUR IN ANY ACTION OR PROCEEDING ARISING OUT OF PERFORMANCE OR NON PERFORMANCE OF THIS AGREEMENT EXCEED THE TOTAL AMOUNT ACTUALLY PAID TO SCALA BY CUSTOMER FOR THE SPECIFIC PRODUCT OR SERVICE THAT DIRECTLY CAUSED THE DAMAGE.

16. Applicable Law

This Agreement shall be governed and construed in accordance with the laws of the Commonwealth of Pennsylvania, without regard to its conflict of laws provisions.

17. Entire Agreement

This Agreement constitutes the entire agreement between the parties in respect of the Maintenance Services and supersede all proposals or prior agreements, whether oral or written, and all other communications between the parties relating to the subject matter hereof.

18. Notices

Any notice permitted or required under this Agreement shall be deemed given if in writing and personally served or sent by pre-paid registered or certified air mail, or by confirmed telex or facsimile, addressed (or as either Party may direct otherwise in writing) to the parties at the addresses provided during the Software registration process, marked for the attention of the Managing Director (in the event the Customer is a company).

Any notice given in accordance with this clause shall be deemed to be received by and served upon the other party on the date such airmail letter would in the ordinary course of post have reached such address or on the date such notice is served or left at the relevant address (as appropriate) and in the case of telex or facsimile shall be deemed to have been served on the day following the date of successful transmission.

19. Severability

If any term, provision, covenant or condition of this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, it shall be severed herefrom and the remaining provisions of this Agreement will remain in full force and effect and will not be affected, impaired or invalidated.

Customer understands and agrees that the Software Maintenance Agreement fee is non-refundable.

Configuring an InfoChannel Player machine

On each Player machine in your InfoChannel Network, the InfoChannel Player 3 software must be installed and configured.

The configuration on the Player end is complementary to the Network Manager Player definition, identifying the folder that the Player refers to for its job files. In addition, there are settings to be made within the Player software governing how the Player physically accesses its folder on the Network Manager end, as well as playback-related settings.

Outside the Player software, in Windows, there may be further configuration tasks to enable the Player and Network Manager to communicate securely and reliably.

Using the InfoChannel Player Configuration utility

The InfoChannel Player Configuration utility is the tool you use to set up the InfoChannel Player software on a Player machine. Every Player in an InfoChannel Network must be individually configured using this utility.

Configuration of Player machines should be done after the definition of the Players in the Network Manager application. The Player folder location specified in Step 2 of chapter 6 (page 79) of the Network Manager User's Guide also must be entered in the Player Configuration utility.

Run the Player Config utility from the Start menu by choosing *Programs > Scala InfoChannel Player 3 > Configure Info-*

Channel Player 3. You see the InfoChannel Player
Configuration dialog.
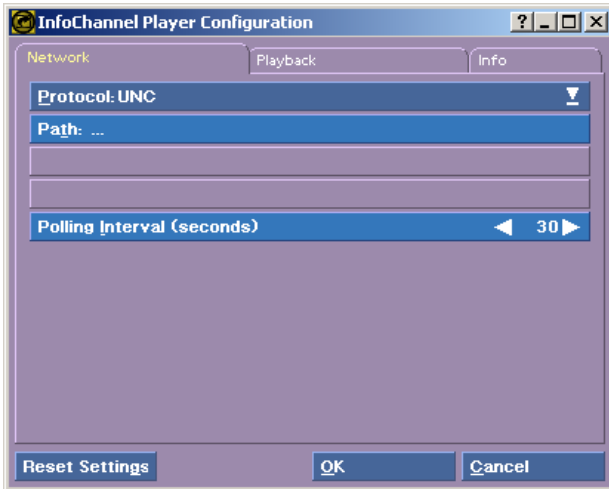
Network options

The *Network* panel of the dialog contains options related to
how the Player monitors the folder in which Network Man-
ager places its job files.

Protocol

Each Player has a folder assigned to it into which Network
Manager places its job files. A Player needs to be able to
access its job folder, so that it can poll for the appearance of
job files to download for instructions.

The *Protocol:* pop-up lets you specify whether the Player has
direct access to its Network Manager job folder via a UNC
path, or monitors its folder via FTP. There are three possibil-
ities:

UNC – the Player can reach the job folder through a UNC
path.

> When you choose this, you see the *Path:* button below
> the pop-up. Click it to open the File dialog, and navigate
> to the location you defined for the Player folder in Net-
> work Manager.

If you cannot access the job folder through the File dialog, the folder needs to be made Shared.

Click *OK* in the File dialog, and you should end up with the path to the folder in either local or UNC format. For example:

`X:\Player1`

OR

`\\ICNMserver\c\Inetpub\Ftproot\Player1`

FTP – the Player checks the jobs folder via FTP.

FTP dial-up – the Player checks the jobs folder via FTP dial-up.

The options you see for either FTP choice are the same:

URL: – Enter the FTP location that this machine would use to access its job folder.

For example, `ftp://127.0.0.10/Player1` or `ftp://ICNM-server.com/Player1`

User Name: – Enter the username to gain access to the FTP server on the Network Manager machine. If you have followed the default setup recommendations, this would be "ICPlayer".

Password: – Enter the password needed for the username. (Only asterisks appear.) This would be the password for the account created for the Player on the Network Manager machine.

Password Confirm: – Enter the password again for confirmation.

The only difference between choosing *FTP* and *FTP dial-up* is in the default *Polling Interval* setting (see below). A dial-up FTP connection is given a much longer interval. However, using FTP dial-up does require important additional configuration tasks in Windows. See the section starting on page 25 for details.

Polling Interval

The Player regularly checks its job folder for pending jobs. The *Polling Interval* control lets you specify how long the Player waits between each check.

Each Protocol setting has its own Polling Interval value, which can be either in seconds (the *UNC* setting) or minutes (the *FTP* and *FTP dial-up* settings).

You can adjust the interval value from the defaults if necessary to balance timeliness of Players receiving their jobs against network bandwidth/cost constraints.

Playback options

The contents of the *Playback* panel mirror options available on the *Playback* and *EXes* panels of the Options dialog in InfoChannel Designer 3.

The *Playback* panel lets you decide how you want scripts to play back on your system. The primary things for you to decide are whether scripts should play back in a window or fill the screen, and what display mode is used for playback.

You can choose one of two ways to make these decisions on the *Playback Mode:* pop-up, by picking either *Standard* or

Custom. The options below change depending on which mode you choose.

Players normally use full screen playback.

To ensure that scripts fill the screen:

1. Set *Playback Mode:* to *Standard*, if it is not already.

2. Make sure the *Always Play Back Full Screen?* option is on (✔).

3. To keep the display mode from changing from the standard Windows setting, make sure *Adapt Resolution to Script?* is off.

Using Standard mode does not let you choose a specific resolution for all your scripts to play back, or a particular color depth (number of colors) or monitor refresh rate.

It may be preferable to use Custom mode to make sure all scripts play back in a particular resolution, color depth, and refresh rate, so that display mode switching is avoided.

To ensure that display mode switches do not disrupt playback:

1. Set *Playback Mode:* to *Custom*, if it is not already.

2. Click the *Full Screen Display:* button to open a display mode dialog.

3. Choose the size, color depth and refresh rate you prefer for script playback.

EX options

The lower part of the *Playback* panel is devoted to EXes. EXes used by scripts must be enabled and configured just as they were on the systems from which they were authored in order to play back correctly.

When EXes that have configuration options are turned on in the *Optional EXes* column, buttons for them appear in the *EX Settings* column. Click a button in this column to display an Options dialog for that EX.

How to configure the Timing and Launch EXes, and remarks about the Scala EX system in general, can be found in chapter 15 of the ICDesigner "*Basic Authoring*" User's Guide. Configuring the optional EXes that ship with Network Man-

ager is covered in chapter 7 of the ICDesigner "*Extended Authoring*" User's Guide.

Version information

You can view version information on the various software modules that make up the InfoChannel Player software on the *Info* panel.

Resetting to defaults

You can reset the settings in the Player Config dialog to their defaults by clicking *Reset Settings*.

Storing your changes

When you have finished configuring this Player in the *Network* and *Playback* panels, click *OK* to save the changes and exit the utility.

The changes you make do not actually take effect until the next time the InfoChannel Player Engine is restarted.

Windows configuration settings for Players

The only configuration steps required within Windows on a Player machine relate to use of FTP. If your Network Manager/Player communication is entirely by UNC, you are finished with Player configuration and can skip this section.

If your installation is configured with the Player's job folder on the Player machine itself, rather than on the Network Manager machine, and the Network Manager will access the folder by FTP, you need to enable FTP on the Player. This is described in Steps 1–3.

If you are planning to have the Player use FTP dial-up, you need to follow Step 4.

Step 1: Enable FTP

If the Network Manager machine will be depositing job files on the Player itself by FTP, you need to enable FTP on the

Player. The setup steps for Players are essentially identical to those for the Network Manager machine.

1. From the Start menu, choose *Settings > Control Panel*.

2. In the Control Panel window, open *Add/Remove Programs*.

3. In the Add/Remove Programs dialog, click *Add/Remove Windows Components*.

4. In the Windows Components Wizard, select *Internet Information Services (IIS)* and click *Details*.

5. In the Internet Information Services dialog, turn on (✓) *File Transfer Protocol (FTP) Server*. This automatically also turns on *Common Files* and *Internet Information Services Snap-In*.

6. Click *OK* to exit the IIS dialog.

7. Click *Next >*, then *Finish* to exit the Wizard.

8. Click *Close* to exit Add/Remove Programs.

Step 2: Establishing the FTP Home Directory

The default home directory for FTP is located at *<system_root>*\InetPub\ftproot, where *<system_root>* is the letter of the drive where Windows 2000 is installed.

Setup tasks and general administration are simpler if you leave the FTP Home Directory at its default, and Scala recommends that you do so if you have no compelling reason to change it. If you will retain the default, skip to Step 3.

However, if for example you want to have the FTP Home Directory on a drive different from the Windows drive, this is how to change it:

1. From the Start menu, choose *Programs > Administrative Tools > Internet Services Manager*.

2. Expand the tree on the left-hand side of the Internet Information Services tool so that the *Default FTP Site* tree is visible.

3. Right-click on *Default FTP Site* and choose *Properties*. You should see the Default Web Site Properties dialog.

4. Select the *Home Directory* tab.

5.   Change the path in *Local Path:* to your desired location.

The defaults on the remaining tabs do not need to be changed.

6.   Click *OK*.

7.   Close the Internet Information Services window.

Step 3: Edit accounts

In order for the system to be secure, you need to modify the Guest user account. This is necessary to prevent ignorant or malicious users from gaining access to your FTP server. You need to create an account on the Player only if the Player job folder is configured to be on the Player itself, and accessed by FTP.

1.   From the Start menu, choose *Programs > Administrative Tools > Computer Management*.

2.   On the left-hand side of the Computer Management dialog, expand the *Local users and Groups* tree.

3.   Select the *Users* folder.

4.   Select the Guest account in the right-hand pane.

5.   Choose *Properties* from the *Action* menu.

6.   You need to disable the Guest account. In the Guest Properties dialog, select the *Account is disabled* option.

7.   Click *OK*.

Now you must make sure there is an FTP account for the Network Manager machine to log in to.

8.   Select the *Users* Group on the left-hand side of the Computer Management dialog.

9.   To create a new account, choose *New User...* from the *Action* menu.

10. In the New User dialog, enter "NetManager" (without quotes) in *User Name:*.

11. Optionally, make appropriate entries for *Full Name:* and/or *Description:*.

12. Enter a meaningful password in the *Password:* field.

13. Type the password again in the *Confirm Password:* field.

14. Turn off the *User must change password at next logon* option.

15. Click *Create*, then *Close*.

    This account should be used to access the FTP root on a Player from the Network Manager machine.

Since the Network Manager machine needs Read/Write and Modify access, you'll need to add this user to the FTP root on this machine. We recommend these steps:

16. Navigate via Windows Explorer to the FTP root location on the Player machine.

17. Right-click on the FTP root folder and choose *Properties*.

18. Click the *Security* tab.

19. Click the *Add...* button.

20. In the *Select Users or Groups* dialog, use the *Look In* drop-down menu to select the name of the local machine.

21. Find the "NetManager" account in the list of users.

22. Select the "NetManager" account.

23. Click *Add*, then click *OK*.

24. Select the NetManager account in the Ftproot *Properties* dialog.

25. Make sure that the following permissions are turned on in the *Allow* column:

    ❖ *Modify*
    ❖ *Read and Execute*
    ❖ *List folder contents*
    ❖ *Read*
    ❖ *Write*

    It is not necessary to turn on the *Deny* option for the *Full Control* item.

Step 4: Set up FTP dial-up access

This step is necessary only if you must use a dial-up account with an ISP to access FTP from the Player. If you are using

FTP from the Player through a LAN or direct Internet connection, you can skip this step.

The process of setting up dial-up FTP access is done entirely in Windows. (The only dial-up related setting in the Player or Network Manager software is the *Protocol: FTP dial-up* setting in Player Configuration, the only effect of which is to alter the default Polling Interval value.)

There are three basic steps within the process:

• Creating a dial-up connection

• Configuring the dial-up connection

• Configuring Internet Explorer to use the connection for FTP access

InfoChannel Configuration Note

This procedure assumes that you have a modem connected to your Player system and properly configured in Windows. You also must have an ISP account that offers FTP service, with the dial-up phone number, account username, and password handy.

1. From the Start menu, choose *Settings > Control Panel*.

2. Open *Network and Dial-up Connections*.

3. Double-click *Make New Connection* to open the Make New Connection Wizard and click *Next*.

4. For Make New Connection Type, choose *Dial-up to the Internet* and click *Next*.
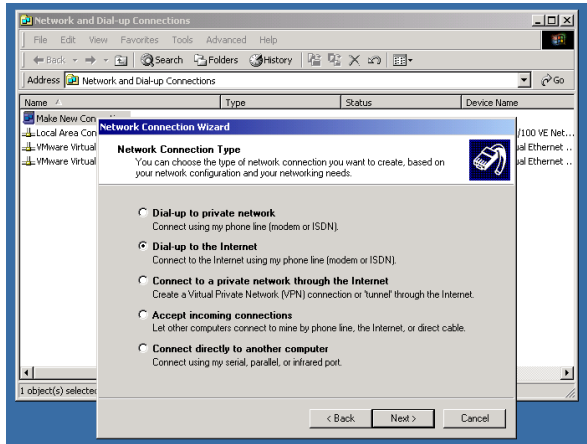

5. You see the Internet Connection Wizard. Choose *I want to set up my Internet connection manually* and click *Next*.

6. Choose *I connect through a phone and a modem* and click *Next*.

7. Enter your FTP service provider's dial-up access number.

8. If necessary, click *Advanced* to make any changes to default connection settings that your ISP may require.

9. Click *Next*.

10. Enter the username and password your ISP has directed you to use for your account and click *Next*.

11. Give the connection a name and click *Next*.

12. Choose *No* when asked if you want to set up a mail account and click *Next*.

13. Turn off the *Connect to the Internet immediately* option and click *Finish*.

You see the new connection listed under the name you gave, and now must configure it.

14. Right-click on the new connection and choose *Properties*.

15. In the *General* panel of the Properties sheet, turn off the option *Show icon in taskbar when connected.*

16. Click the *Options* tab to display that panel.

17. Make sure all four choices in the *Dialing Options* section are turned off. This is important to prevent Windows dialogs from disrupting playback.

18. In the *Redialing Options* section, recommended settings are 10 redial attempts, 1 minute between redial attempts, 1 minute idle time before hangup, and turn on *Redial if line is dropped.*
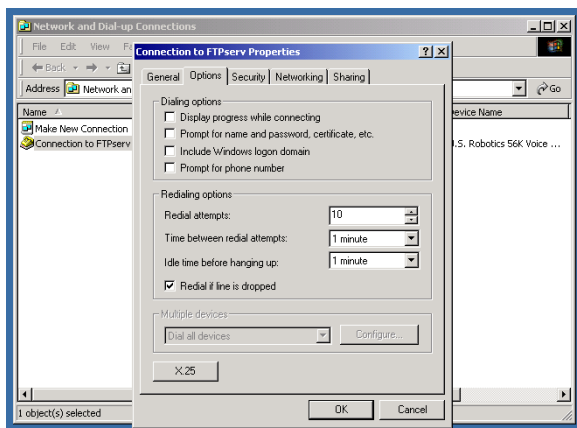
The settings on other Properties panels can generally be left at their defaults, although this can vary depending on the ISP.
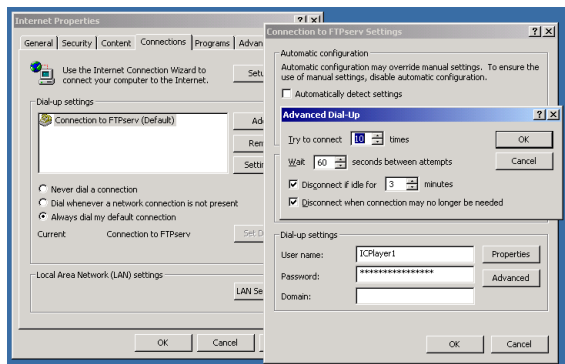
19. Click *OK* to exit the connection Properties sheet.

20. You should immediately test the new connection. If there is something wrong with the setup that prevents successful login, it will be more difficult to notice later, since you have disabled all dialogs and other visual evidence of connection progress.

    To test, double-click on the connection name and look for "Connected" to appear in the *Status* column. If no connection is made, try re-enabling the *Display progress while connecting* option to help you diagnose the problem.

21. Now you need to configure your Internet properties to always use this connection to reach the Internet. Right-click on the Internet Explorer icon.

22. In the Internet Properties sheet, go to the *Connections* panel.

23. Select the connection you created and click *Set Default* to make it the default connection.

24. Select *Always dial my default connection*.

25. Click *Settings*. In the Settings dialog, you should see the dial-up account username in the *Dial-up settings* section.

26. Click *Advanced*. The settings in this dialog override the similar settings you made when you created the connection.

Set *Try to connect* to 10, *Wait* to 60 seconds, turn on both *Disconnect* options and set *Disconnect if idle* to 3 minutes.

27. Click *OK*, *OK*, and *OK* to confirm all your settings and exit the Internet Properties sheet.

The Player should now be set up to dial your ISP and connect to an account there, from which the FTP connection to the Network Manager machine can be established.

Miscellaneous Player issues

Virus scanning on Players

Although the use of virus scanning software is strongly recommended for security maintenance in an InfoChannel Network installation, Scala does *not* recommend that such software be installed on Players.

Testing by Scala has shown that even virus scanning products by the most reputable companies are a stability hazard on computers for which 24-hour, 7-day-a-week reliability is crucial.

The first line of defense in preventing virus infection of Players is simply not allowing them to become compromised:

•   Players should remain dedicated systems, never used for email, Web surfing, or other high-risk activities

•   Software other than Windows and InfoChannel Player software should be installed on a Player only if absolutely necessary

•   The Network Manager workspace folder should be frequently virus-scanned, so that all files transmitted to Players are verified as clean

Scala does recommend that Player machines be scanned for viruses periodically. Ideally, the scan should be done from a virus scanner running on a remote machine with a network connection to the Player. If that is not possible, virus checking software should be *temporarily* installed on the Player. After being used to perform a thorough scan, the virus software should then be uninstalled from the Player.

Player software and Windows services

You should be aware that the message dialog boxes that can be put up by certain standard Windows services can disrupt

Player operation. For example, the Messenger service puts up dialogs for certain events.

When the Player is running a script in full-screen mode, as it normally is, it must be "switched out" to allow the dialog box to appear, interrupting normal playback.

The InfoChannel Player software attempts to intercept as many system dialogs as possible, but not every situation can be anticipated. A system administrator knowledgeable in Windows can attempt to disable services that may cause disruptive dialogs. For operation as a Player, these services may not be necessary. If the problem services cannot be disabled, it is a matter of finding a way to prevent the dialog boxes from having to appear.