

FLEET COMMANDER

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ABOUT COMREX

Comrex has been building reliable, high quality broadcast equipment since 1961. Our products are used daily in every part of the world by networks, stations and program producers.

Every product we manufacture has been carefully designed to function flawlessly, under the harshest conditions, over many years of use. Each unit we ship has been individually and thoroughly tested.

Comrex stands behind its products. We promise that if you call us for technical assistance, you will talk directly with someone who knows about the equipment and will do everything possible to help you.

You can contact Comrex by phone at 978-784-1776. Our toll free number in North America is 800-237-1776. Product information along with engineering notes and user reports are available on our website at www.comrex.com. Our email address is info@comrex.com.

I. PREFACE

ABOUT FLEET COMMANDER

Fleet Commander is a Microsoft Windows™ application designed to manage a fleet of Comrex audio codecs. Fleet Commander can provide near-universal control of any Comrex BRIC-Link, BRIC-Link II, ACCESS Portable, ACCESS 2USB, or ACCESS Rack codec, from a single control interface.

Fleet Commander is compatible with codec firmware 3.x and higher only.

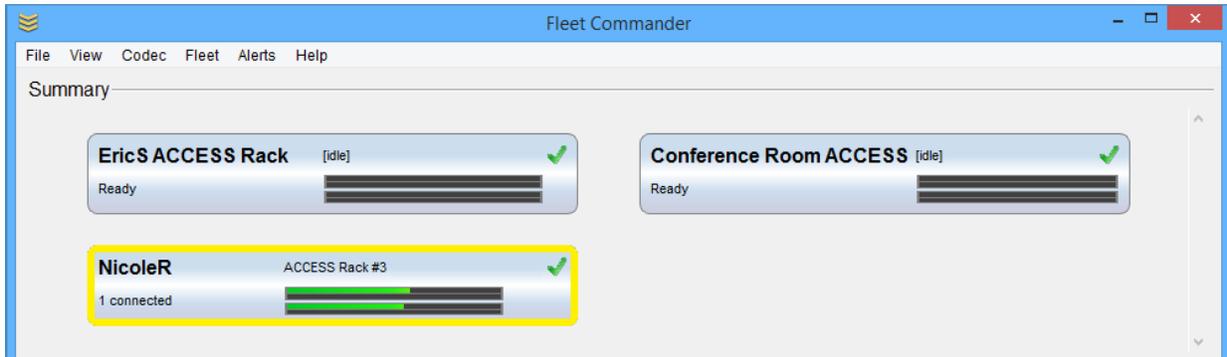
Fleet Commander has all the control capability of the built-in, browser-based control page of Comrex codecs. It's a good alternative for those who are concerned about the Adobe Flash™ based web page.

Using Fleet Commander, the user can:

- Make connections from Comrex codecs to others
- Create, edit, send, and delete profiles and peers
- Copy peers and profiles between codecs
- Monitor audio levels across all hardware
- Monitor delay and frame loss on each device
- If utilized, monitor CrossLock connections and statistics
- Schedule connections between units on a one-time or a recurring basis

Fleet Commander can not adjust or enable any network devices or settings. Network setup must take place on the codec's direct control interface, or via the Comrex Device Manager application.

Normal codec control involves logging into the Web-based Interface on each hardware codec. By using Fleet Commander, it's no longer necessary to open multiple browser windows to control multiple codecs.



The figure above shows Fleet Commander with three instances added. **NicoleR** is selected and connected to a codec with metering enabled. **Conference Room ACCESS** and **EricS ACCESS Rack** are idle and ready to connect.

II. GETTING STARTED

INSTALLATION

Fleet Commander is installed via a Windows executable file that is downloaded from the Comrex website. It has been tested to work properly under Windows 7, 8 and 10. On launching the executable, Windows may provide a warning that the publisher is unknown. You must agree to install Fleet Commander, and agree to the End User License Agreement when it is presented. You will be prompted for an install directory (default is **C:\Program Files (x86)\Comrex\Fleet Commander**) and asked whether you want to add the program to the Start menu. Once installed, find Fleet Commander in your Start menu or in the install directory and run it.

FIRST TIME LAUNCH

The first time you open Fleet Commander you will be greeted with an activation window. This window has a welcoming message, and a computer-specific node ID to license the software, send the node ID to Comrex support in order to obtain a license key. Paste your license key from Comrex into the message box and press **Enter Activation**. If you would like to start the software in demo-mode, then you may press **Proceed with Demo** button.

After this, you will continue to the main window. The summary pane will be empty and the detail pane will read **Please select an active instance to use this pane**.

NOTE: Demo Mode

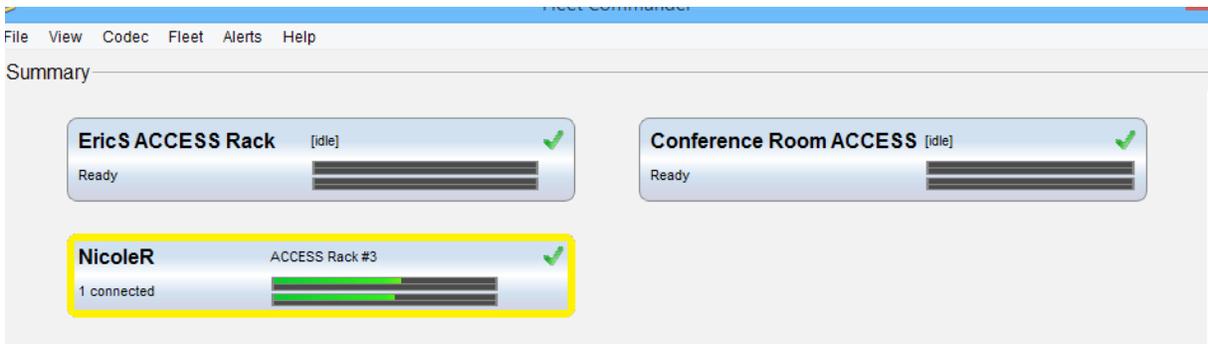
Fleet Commander comes with a demo mode in which you can try the program with one device. In demo mode, you cannot save or load configurations and will therefore have to enter your device every time you launch Fleet Commander.

INSTANCES

A connection from Fleet Commander to a codec is called an instance. There is no limit in Fleet Commander (once licensed) to the number of instances that can be created simultaneously. The limit is dependent on CPU and network factors on the host computer.

TILES AND DEVICES

When Fleet Commander is first opened, there are two view options. The default view is **Stats Table**. By selecting **View** then **Tiled**, you will see the instances in the top section as “tiles” and as more instances are added, these tiles will pile up into a two-column grid. Each tile shows a representation of the audio meters on the product, along with the unit name and the current status (idle, online etc). Units that aren’t fully connected will have a slightly darker gray background.



ACTIVE DEVICE

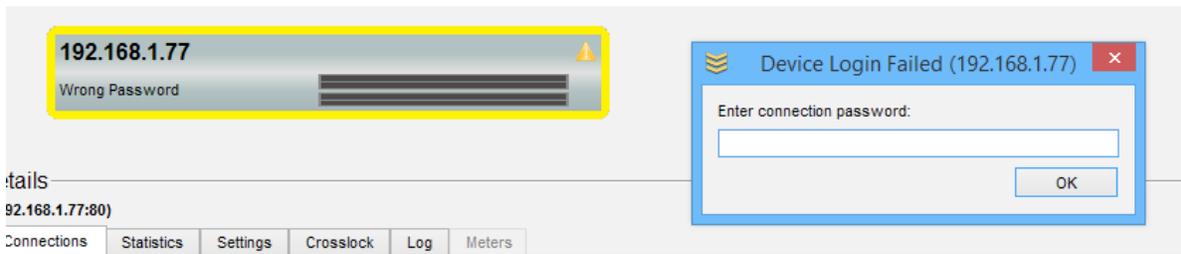
Fleet Commander controls one device at a time. To select a device to control, click the device tile. The active device will be outlined in yellow. The **Details** pane will be populated with the active device’s peers, profiles, settings, metering and stats. If the device is not available or not in the ready state, the **Details** pane will be disabled until a codec in the **Ready** state is selected.

ADDING DEVICES TO FLEET COMMANDER

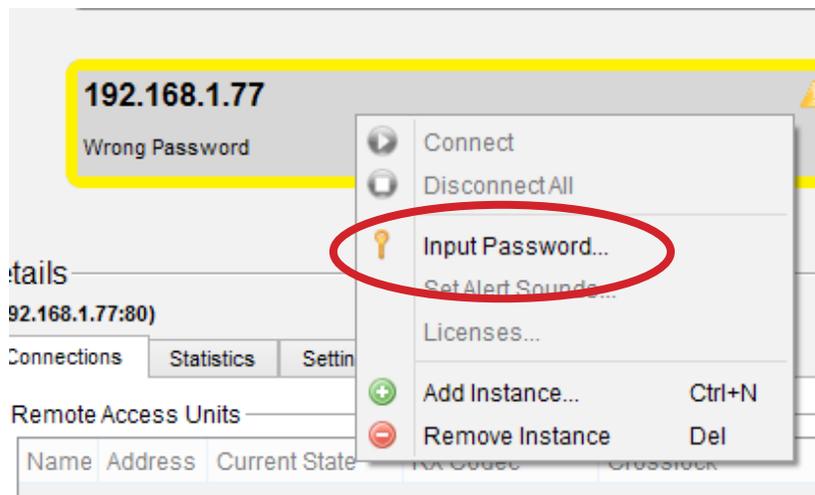
Right click in the summary pane and click **Add Instance...**

A popup with two fields will appear. Enter your device’s IP into the IP box, its port number into the port box, and click **OK**. If the device is reachable, has remote control enabled, and the unit password is still the default password, the device will show up in the **Summary** tab. The device tile will show a green checkmark in its upper right corner.

If the unit has an alternate password, then the connection will fail, the unit tile will display **Device Login Failed**, and a pop-up asking for the correct password will appear.



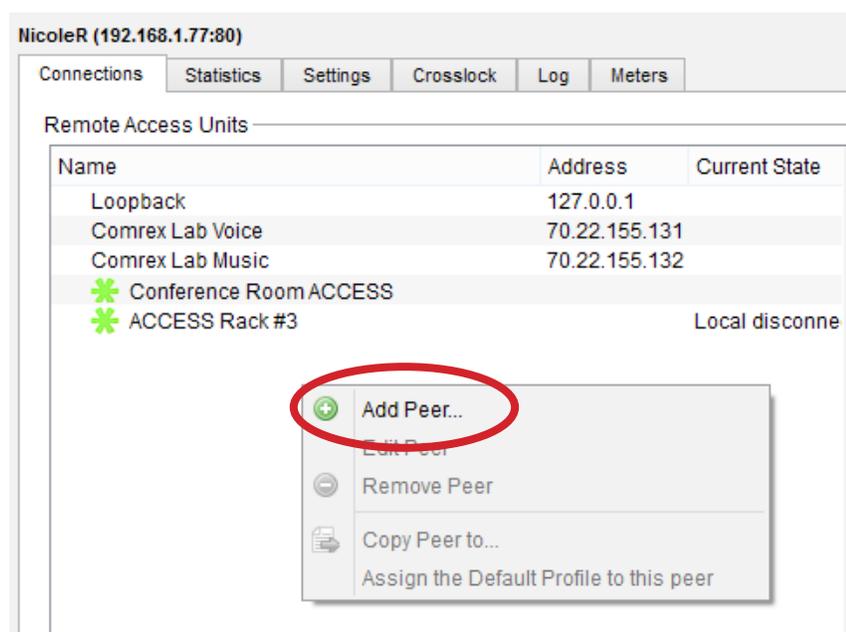
If you close the password prompt, you can re-open it by right clicking the appropriate tile and selecting **Input Password**.



iii. CONTROLLING AND MANAGING YOUR CODECS

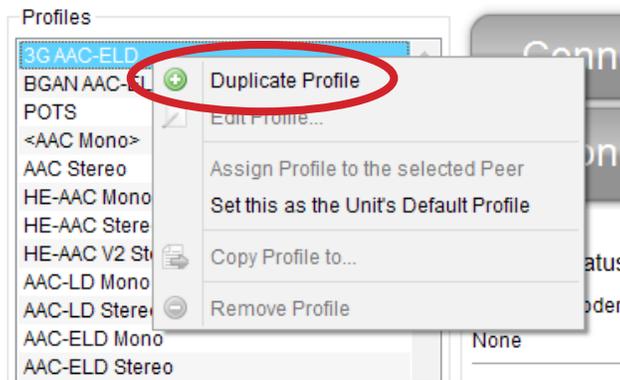
ADDING PEERS (REMOTES)

To add a peer to the device's peer list, select the device in the summary pane, and select the **Connections** tab in the details pane. Right click the peer list and select **Add Peer...**, fill out the form that appears, and click **OK**. The peer will be added to the device.



ADDING PROFILES

To add a profile to the active device's profile list, you must make a copy of an existing profile. First, select a profile that roughly matches the one you would like to create. Next, right click that profile and select **Duplicate Profile** from the drop-down menu. The profile will be copied. Right click the new profile (same name with the text **"(Copy)"** added to the end) and select **Edit**. Use the editor to set your profile options.



EDITING PROFILES

Right click the profile you wish to edit and select **Edit Profile** from the drop-down menu. A profile editor will pop up. Use the profile editor to make your desired changes and then click **Save**.

For more information on **Profiles** and settings associated with them, please consult your product manual.

NOTE: You cannot remove or edit factory profiles, but you can duplicate a factory peer and edit the duplicated profile.

REMOVING PEERS/PROFILES

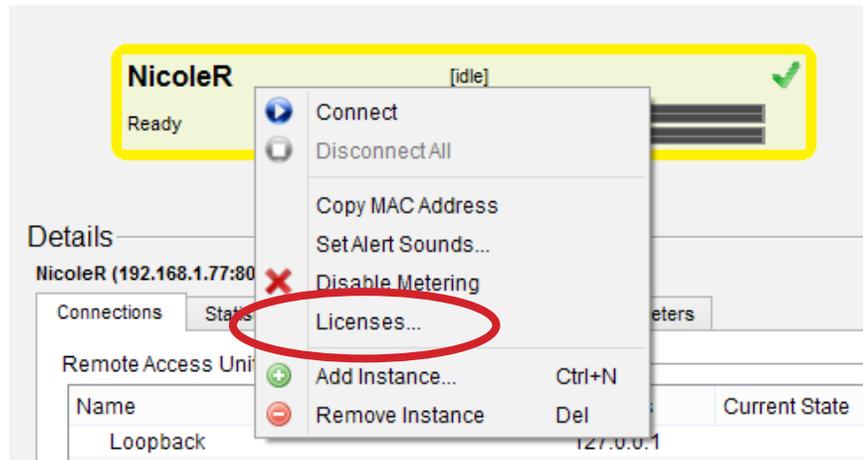
Right click the peer/profile you wish to remove and select **Remove Peer** or **Remove Profile** from the drop-down menu.

COPYING PEERS AND PROFILES TO OTHER DEVICES

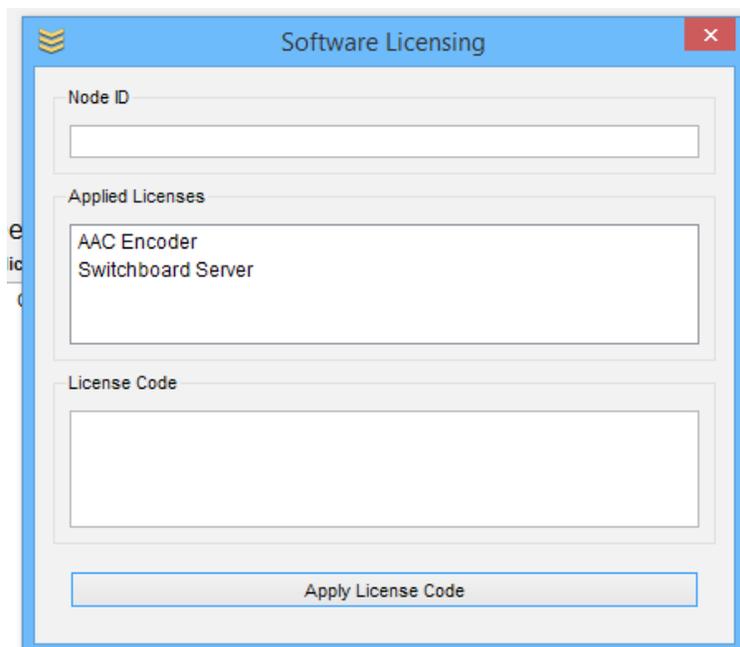
Fleet Commander allows you to copy peers and profiles from one device to other devices in your fleet. Select the device you want to copy peers/profiles from. Next, right click the peer or profile and select **Copy Peer to...** or **Copy Profile to...** respectively. A popup containing a list of all other devices under Fleet Commander will appear. Check all peers you want to send the peer/profile to, and click **OK**.

ADDING LICENSES

Fleet Commander allows you to add licensed features to Comrex hardware. License keys are provided by Comrex support for specific features like Switchboard and specific encoders/profiles (If not included by default). To add licenses to a device under Fleet Commander, right click the desired device tile and select **Licenses...** from the drop-down menu.

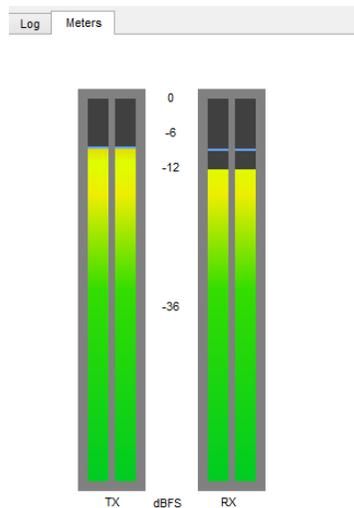


The next window popup is where you can view and apply licenses to the units.

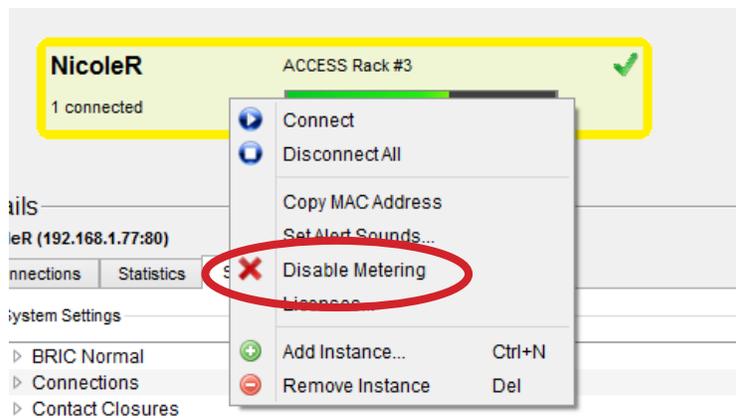


METERING

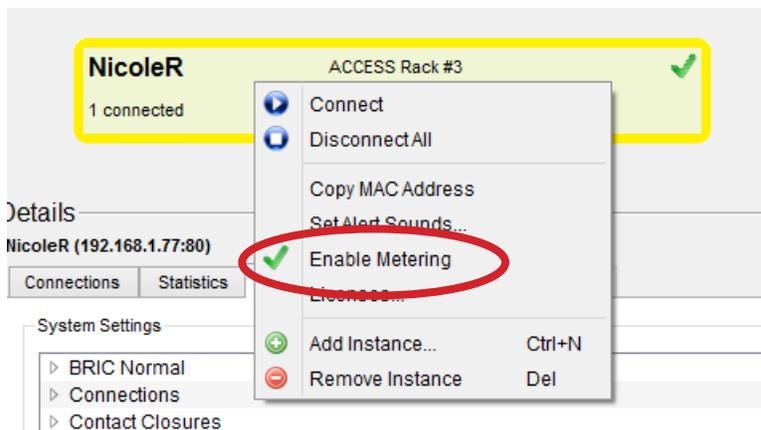
Each device under Fleet Commander will be metered. This feature can consume a fair amount of bandwidth, and requires a well performing network to work correctly. Metering can be disabled, and is done so on a per-device basis. By default, metering is turned on for each device added to Fleet Commander. If you notice metering is not working for a few devices, or if you want to save data on a connection, we recommend you disable metering.



To disable metering, right click the device and select **Disable Metering**.

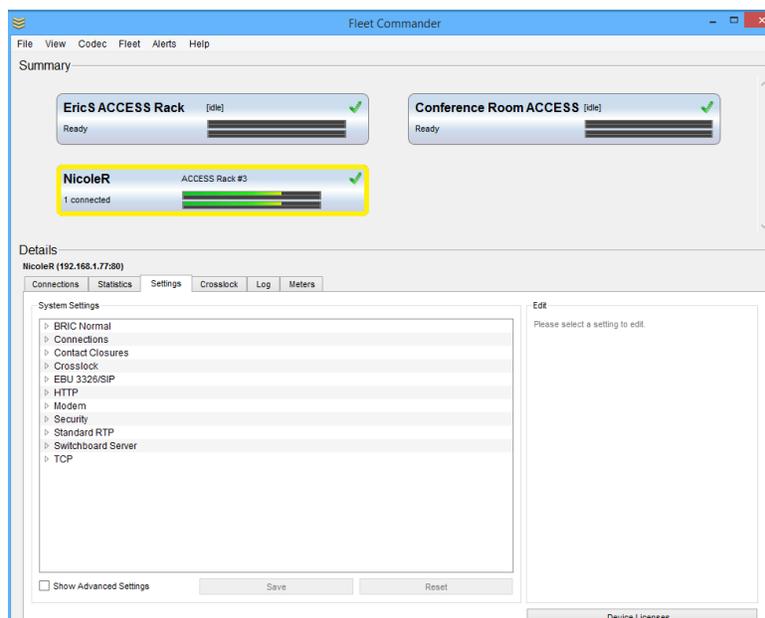


To re-enable it, right click the device and select **Enable Metering**.



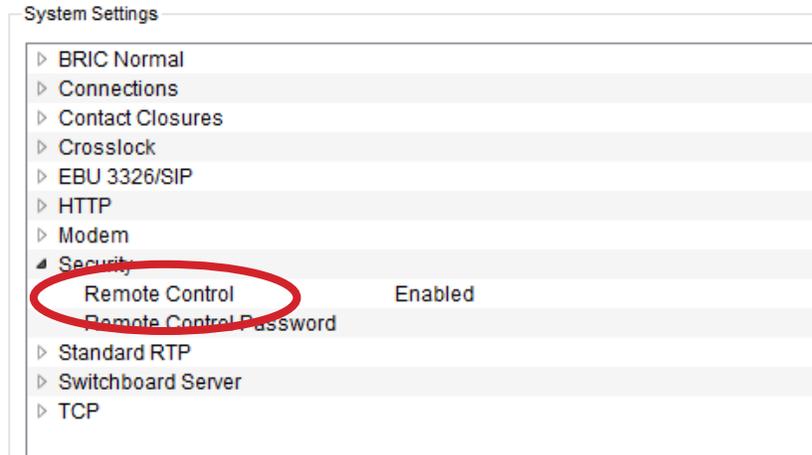
SETTINGS

Fleet Commander allows you to change your device settings. These settings are the same available via the unit's Web-based Interface or Touchscreen Interface, and are described in the user manual for the codec. To modify device settings, select your device, and click the **Settings** tab, located in the **Details** pane. Choose a setting on the left panel, and edit it on the right panel. When you're finished changing your settings, click the **Save** button. If you wish to discard your changes, either select a different device, or press the **Reset** button.



TIP: If you are editing the settings of a device, and someone saves edits to the same device, your edits will be overwritten. It is best to only control a device with one app at a time.

WARNING: The Settings editor, (under **Security**), allows you to change a setting titled **Remote Control**. Exercise caution when setting this to “false”. If you do, this will disable the mechanism by which every interface, including Fleet Commander, can operate this device. The only way to re-enable this feature is to re-enable it on the device’s console GUI which requires you have physical access to the device.



CONNECTING

Select a device and open the **Connections** tab. Next, choose a peer from the list. The **Connect** button should light up. Press the **Connect** button to establish a connection.

Note that each outgoing peer needs to have a profile assigned to it (otherwise the “default” profile is chosen). If a profile has been pre-assigned to the outgoing peer, it will be highlighted in the profile list on the right side. You can change the selected profile by choosing another option on the right.

DISCONNECTING

Select the peer you’d like to disconnect from. The **Disconnect** button should light up. Press the **Disconnect** button to disconnect from that peer.

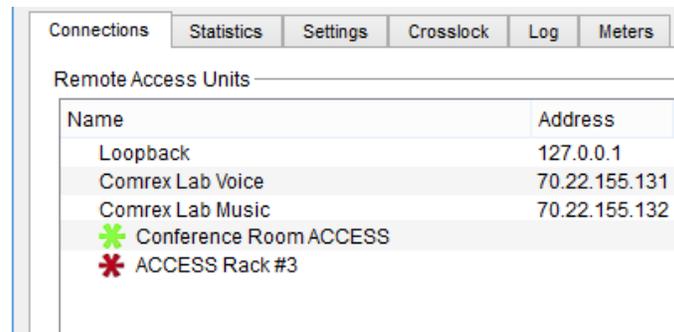
USING AND SETTING THE DEFAULT PROFILE

Each device also has a default profile. You may assign the default profile to a peer by right clicking the peer and choosing **Assign the Default Profile to this peer**. You may change the device’s default profile by right clicking the desired profile and choosing **Make this the Default Profile**.

SWITCHBOARD PEERS

Switchboard is an optional feature. It employs a cloud-based server that synchronizes with a codec fleet, displays presence information, and aids in connection.

Fleet Commander handles Switchboard functionality. On configured and licensed units, Switchboard peers appear in the **Connections** peer list. Switchboard peers have colored asterisk icons next to their name in the peer list. A gray icon indicates the remote peer cannot reach the Switchboard server. A red icon indicates the remote peer is online, but a network path to the peer is not available via Switchboard.



The screenshot shows a software interface with a 'Connections' tab selected. Below the tab are sub-tabs for 'Statistics', 'Settings', 'Crosslock', 'Log', and 'Meters'. The main content area is titled 'Remote Access Units' and contains a table with two columns: 'Name' and 'Address'.

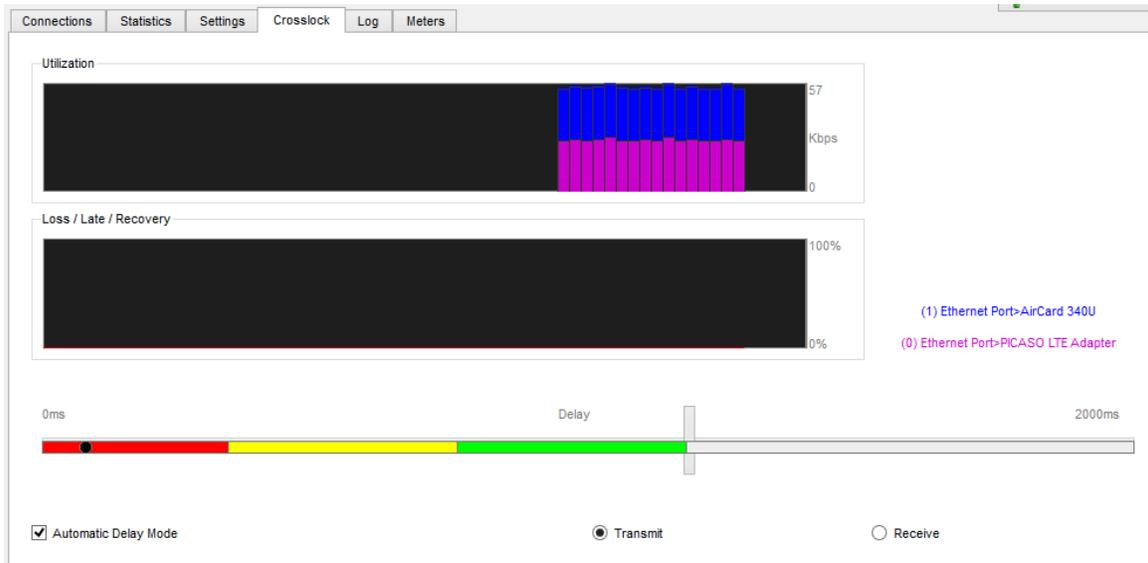
Name	Address
Loopback	127.0.0.1
Comrex Lab Voice	70.22.155.131
Comrex Lab Music	70.22.155.132
 Conference Room ACCESS	
 ACCESS Rack #3	

CROSSLOCK

Firmware version 4.0 and higher offers a reliability feature called CrossLock. This is an entirely new transport layer that adds the following features:

- Error Correction (ARQ and FEC)
- Dual Network support (Bonding and Redundancy modes)
- Enhanced statistics and diagnostics

Use of CrossLock is optional, and requires a Comrex codec running firmware 4.0 or higher on each end of the link.



If CrossLock is utilized, the CrossLock tab will show real-time statistics from the CrossLock layer. This includes error correction activity as well as how data is allocated if using multiple networks. As shown in Figure 10, the data rate graph moves from right to left over a window of 60 seconds, and has different colors to indicate the total data rate used for each network. CrossLock is able to provide these graphs for both directions in the link. The user can choose between transmit and receive statistics on each codec.

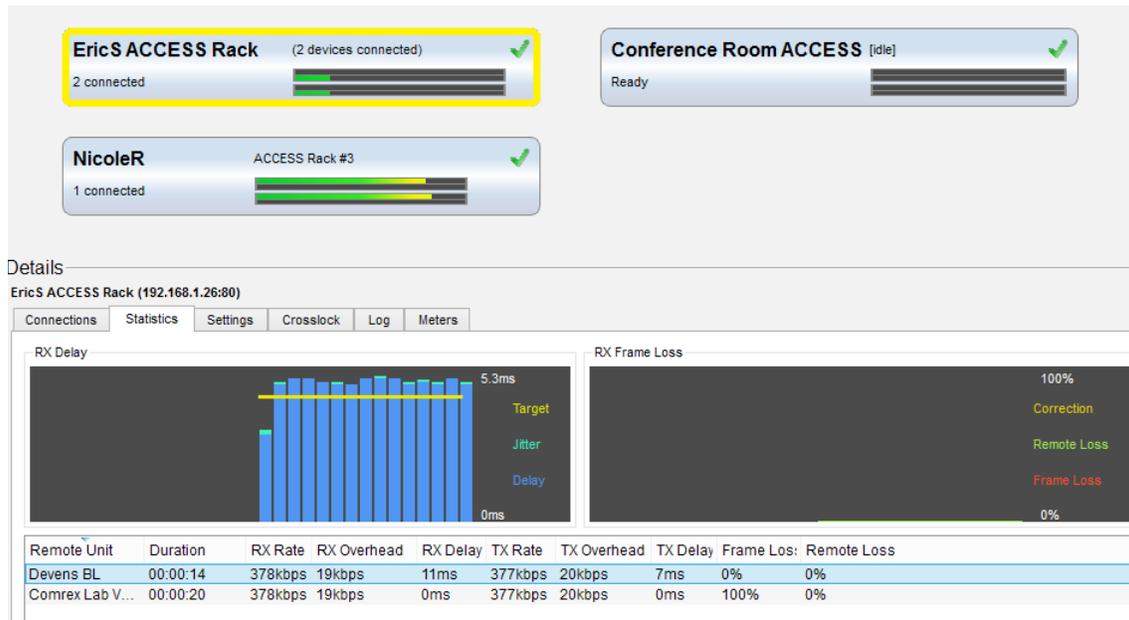
In addition to the data rate, the lower half of the graph is dedicated to displaying the status of IP packets that are late, lost or recovered with color-coded bars. It's a visual illustration of the effectiveness of CrossLock's error protection in action. Deep red indicated lost packets that could not be recovered, bright red indicates packets that were too late to be useful, and green indicates successfully corrected packets. The vertical axis of this graph is percentage of affected packets in a one second window. If this graph shows lots of activity, it's time to troubleshoot your network(s) for data loss.

The CrossLock tab has a delay slider bar in the lower half of the tab. This gives a visual indication of the delay calculations being made by the CrossLock algorithm, while giving the user the ability to override them by unchecking the Automatic Delay Mode checkbox if desired.

Consult your product manual for more details on CrossLock.

STATISTICS

Fleet Commander offers connection statistics similar to the ones provided by the ACCESS, BRIC-Link and BRIC-Link II web interfaces. To view these stats, select a device and click on the **Statistics** tab. This tab displays a list of connected devices and two graphs that represent the quality of the incoming connection.



All connected devices under **Fleet Commander** retain a thirty second history until they disconnect. The graphs convey information for one connected peer at a time. Since some Comrex devices support multiple connections at a time, (e.g. Multi-streaming) you can choose among the connections in the **Remote Unit** list to see stats for that particular connection.

TIP: You can disconnect peers using this pane; right click the peer and click Disconnect This Peer from the drop-down menu.

Note: If you are using firmware 4.0 and higher and are utilizing CrossLock, it is recommended that you use the CrossLock tab to monitor statistics. The CrossLock tab displays finer details about network utilization and performance and allows you to drill down into individual networks if multiple networks are being used.

IV. MISCELLANEOUS TOPICS

SCHEDULING CONNECTIONS BETWEEN UNITS

Fleet Commander allows users to schedule the timing and duration of connections between units. These connections can be made on a one-time basis or on a recurring daily or weekly basis. This means that customers who regularly establish connections between given Comrex units (e.g., daily or weekly radio broadcasts) only need to set up the scheduled connections between their units once and no longer have to manually establish these connections.

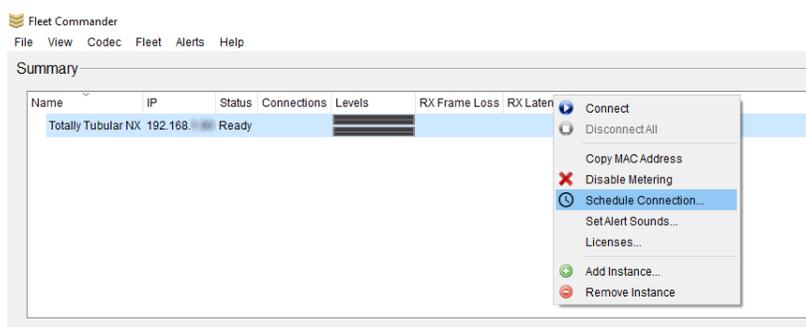


FIGURE 1 SELECT THE UNIT YOU WANT TO SCHEDULE

To schedule a connection, first right click on the unit that will establish the connection (i.e., the unit that will “make the call”) and select “Schedule Connection” as shown in Figure 1.

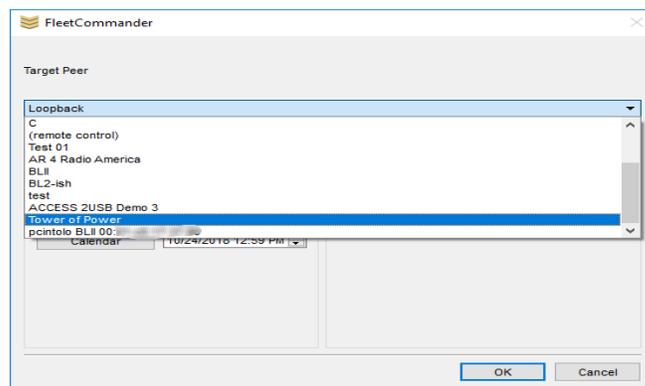


FIGURE 2 SELECT THE TARGET PEER UNIT

Next, select the target peer unit (i.e., the unit you want to connect to) from the drop-down menu as shown in Figure 2.

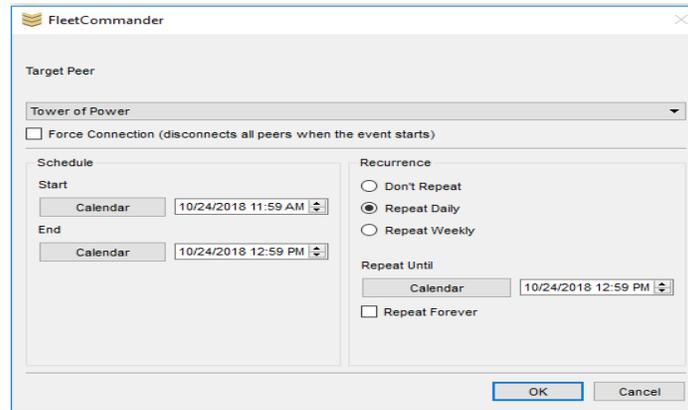


FIGURE 3 SCHEDULE THE DATE/TIME THE CONNECTION WILL BEGIN AND END

Finally, select the dates and times when the connection will begin and end using the buttons on the left side of the screen as shown in Figure 3.

By default, scheduled connections are not set to repeat. If you want a connection to recur on a daily or weekly basis, select the relevant option on the right side of the screen, as well as the date and time when the recurring connection will end (if applicable). If you want the connection to continue on a standing basis check the “Repeat Forever” box.

Note: Recurring connections will continue as specified by the user unless the target peer unit is moved or otherwise acquires another IP address. If this happens, the user will need to reschedule the recurring connection using the target peer unit’s new IP address.

If you want to view all currently scheduled connections, click the “View” menu option at the top left and select “Show Scheduler”.

Please note: the Fleet Commander program must be running for scheduled connections to be initiated or ended. If the program is not running it will not establish or end the connections as scheduled. If Fleet Commander is turned on after a connection was scheduled to begin, it will then attempt to connect to the target peer unit. Likewise, if the program is turned on after a connection was supposed to have ended, it will then proceed to end the connection. If Fleet Commander is closed after a connection has begun but before it has ended, it can still end the connection as scheduled as long as the program is restarted before the scheduled end-time.

PEER/PROFILE FILTERING

You can filter the peer and profile lists on the **Connections** tab by typing in the boxes underneath each list. This makes it easier to find what you're looking for on systems with many peers and profiles. Filters that yield no results cause the background to turn red. When a filter is active, the filter box background becomes bright yellow. To remove the filter, simply remove all text from the appropriate filter box.

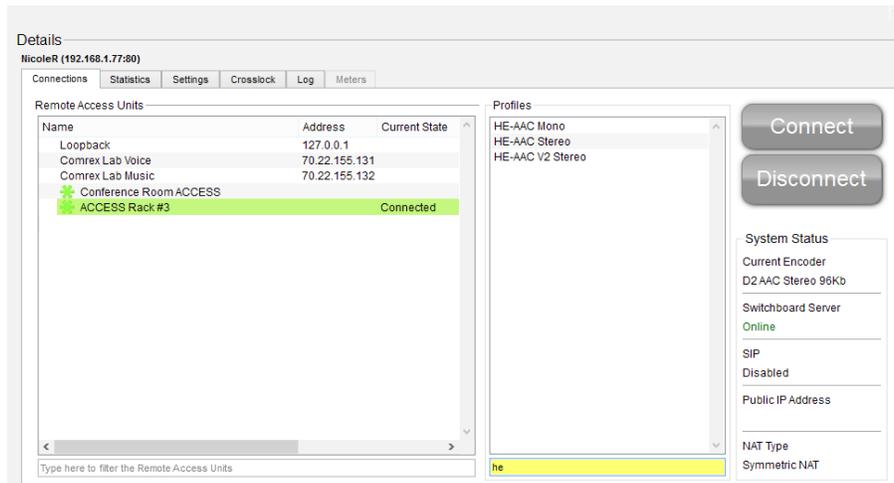


FIGURE 4 THE PROFILE FILTER IS ACTIVE WITH A FILTER OF “HE-.” THE PEER FILTER IS OFF.

RESIZING THE PANES

The height of the summary and details panes can be modified by finding the spot between these two windows where the mouse cursor changes from a regular arrow to a vertical resize icon, and click and drag to adjust the interface. Either pane can be hidden by resizing it all the way to zero. To unhide a hidden pane, simply find the resize spot and drag it to open the hidden pane.

RECOMMENDED SYSTEM

Fleet Commander currently runs on Windows 7, 8 and 10. We recommend using a system with a strong network connection, at least 2GB RAM. We strongly recommend using a monitor with a resolution of at least 1024px by 768px.

LOGGING

The Logging feature allows a user to log all activity while the feature is enabled and to view all activity on the unit since they last logged into it. The log contains valuable information like when audio connections start and stop and when a connection loss percentage reached a significant threshold. Customers can use the log to debug connection failures and to determine if an audio connection dropped due to user error or bad network conditions.

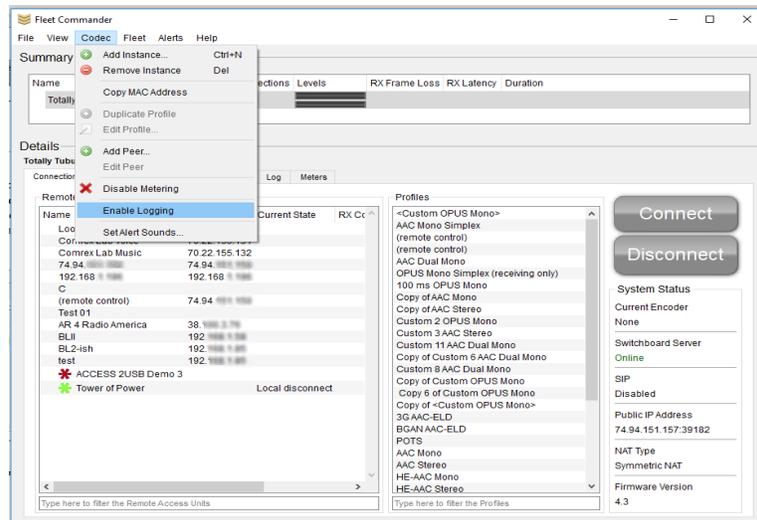


FIGURE 5 ENABLING LOGGING

To enable logging, click the “Codecs” menu option in the upper left and select “Enable Logging” as shown in Figure 5.

The logging function works best when it’s used for specific purposes and durations. Normal operations don’t require the use of a log. Because of this, and because the device log can grow to be 1,000 lines long and clog up the XML connection between fleet commander and the device, **Comrex recommends that users disable logging when they’ve finished using it.**

The process for disabling logging is the same as for enabling it, except that the user should select “Disable Logging” instead.

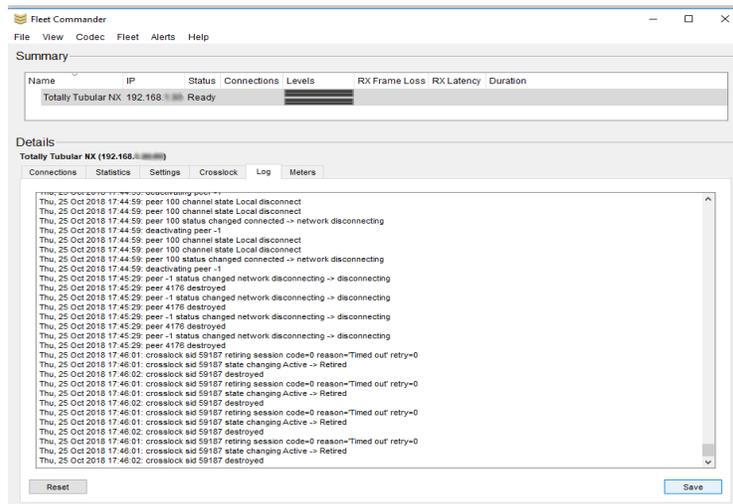


FIGURE 6 SAVING AND RESETTING LOGS

The best way for users to maintain longterm records of a unit’s performance is to save the unit’s logs on a regular basis. To do this, select the “Log” tab in the middle of the screen and click the “Save” button in the lower right corner, as shown in Figure 6. The log will be saved as a .txt file.

In order to ensure optimal performance in Fleet Commander, Comrex also recommends that users reset their logs after they’ve saved them. To do this, users should follow the process to save their log, but press the “Reset” button in the lower left corner instead.

Note: Fleet Commander will automatically reset the unit’s log once it reaches the maximum size of 1,000 lines. Any log information that hasn’t been saved at that point will be lost.

FAQ

What is Fleet Commander?

Fleet commander is a program that lets you manage and operate multiple ACCESS and BRIC-Link units from a single application.

Does it run on Windows?

Yes.

Does it run on OS X?

Not yet, but we are working on a port that will run on intel-based Mac computers.

Does it run on Linux?

We aren't planning on it, but it isn't impossible.

What does Fleet Commander control?

Fleet Commander will manage all ACCESS codecs, BRIC-Links and BRIC-Link IIs running firmware versions 3.x and higher.

Can I change device settings in Fleet Commander?

Yes.

Can I monitor audio meters in Fleet Commander?

Yes! You will be able to monitor levels across your whole fleet. Note however, that big fleets require that you have a high-performing network.

Is there a free version?

There is a demo mode that allows you to try out Fleet Commander with one device.

v. LICENSES

COMREX CORPORATION

END USER LICENSE AGREEMENT - Fleet Commander

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FURTHER, COMREX DOES NOT WARRANT RESULTS OF USE OR THAT THE SOFTWARE IS BUG FREE OR THAT ITS USE WILL BE UNINTERRUPTED. COMREX AND ITS LICENSORS DO NOT AND CANNOT WARRANT THE RESULTS YOU MAY OBTAIN BY USING THE SOFTWARE. THIS DISCLAIMER OF WARRANTY CONSTITUTES AN ESSENTIAL PART OF THIS AGREEMENT.

6. Limitation of Liability.

NOTWITHSTANDING ANYTHING ELSE HEREIN, UNDER NO CIRCUMSTANCES AND UNDER NO LEGAL THEORY, INCLUDING, BUT NOT LIMITED TO, TORT, CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE, SHALL COMREX OR ITS LICENSORS BE LIABLE TO YOU OR ANY OTHER PERSON (I) FOR ANY PUNITIVE, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY CHARACTER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOST PROFITS, LOSS OF GOODWILL, WORK STOPPAGE, ACCURACY OF RESULTS, COMPUTER FAILURE OR MALFUNCTION, OR DAMAGES RESULTING FROM YOUR USE OF THE SOFTWARE OR THE SERVICES PROVIDED BY OR ON BEHALF OF COMREX, OR (II) FOR ANY MATTER BEYOND COMREX'S OR ITS LICENSORS' REASONABLE CONTROL. COMREX'S AND ITS LICENSORS' MAXIMUM LIABILITY FOR DAMAGES OF ANY KIND WHATSOEVER ARISING OUT OF THIS AGREEMENT SHALL BE LIMITED TO THE PURCHASE PRICE PAID BY YOU FOR THE SOFTWARE. THE

FOREGOING LIMITATIONS SHALL APPLY EVEN IF COMREX HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES.

7. Export.

You shall comply with all export laws and restrictions and regulations of the Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control (“OFAC”), or other United States or foreign agency or authority, and You shall not export, or allow the export or re-export of the Software in violation of any such restrictions, laws or regulations. By using the Software, You agree to the foregoing and represent and warrant that You are not located in, under the control of, or a national or resident of any restricted country.

8. Indemnity.

You shall indemnify and hold harmless Comrex from any third party claims, damages, liabilities, costs and fees (including reasonable attorney fees) arising from Your use of the Software as well as from Your failure to comply with any term of this Agreement.

9. General.

This Agreement represent the complete agreement concerning this license between the parties and supersedes all prior agreements and representations between them. This Agreement may be amended only by a writing executed by both parties.

If any provision of this Agreement is held to be illegal or unenforceable, that provision shall be limited or eliminated to the minimum extent necessary to make it legal and enforceable and this Agreement shall otherwise remain in full force and effect and enforceable. The failure of Comrex to act with respect to a breach of this Agreement by You or others does not constitute a waiver and shall not limit Comrex’s rights with respect to such breach or any subsequent breaches. This Agreement is personal to You and may not be assigned or transferred for any reason whatsoever without Comrex’s prior written consent and any action or conduct in violation of the foregoing shall be void and without effect. Comrex expressly reserves the right to assign this Agreement and to delegate any of its obligations hereunder. This Agreement shall be governed by and construed under Massachusetts law (without regard to its conflicts of laws provisions) as such law applies to agreements between Massachusetts residents entered into and to be performed within Massachusetts.

The sole and exclusive jurisdiction and venue for actions arising under this Agreement shall be the State and Federal courts in Worcester County, Massachusetts; You hereby agree to service of process in accordance with the rules of such courts. The party prevailing in any dispute under this Agreement shall be entitled to its costs and legal fees.

EACH PARTY RECOGNIZES AND AGREES THAT THE WARRANTY DISCLAIMERS AND LIABILITY AND REMEDY LIMITATIONS IN THIS AGREEMENT ARE MATERIAL BARGAINED FOR BASES OF THIS AGREEMENT AND THAT THEY HAVE BEEN TAKEN INTO ACCOUNT AND REFLECTED IN DETERMINING THE CONSIDERATION TO BE GIVEN BY EACH PARTY UNDER THIS AGREEMENT AND IN THE DECISION BY EACH PARTY TO ENTER INTO THIS AGREEMENT.

Questions concerning this Agreement should be sent to the address set forth below. Any notices or correspondences will only be effective if sent to such address.