How to Repair "Navistream has stopped working"

streamline
transportation technologies inc.
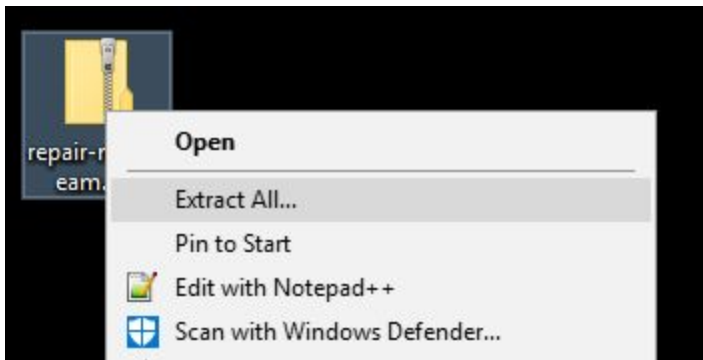
Date: 2019-04-03

Error: "Unfortunately Navistream has stopped working."

Prerequisite: Please ensure you are logged into Windows with an account that has Administrator privileges on the local computer.

1. Connect your tablet to your computer using a USB Micro cable. This is a fairly standard smartphone charging cable.
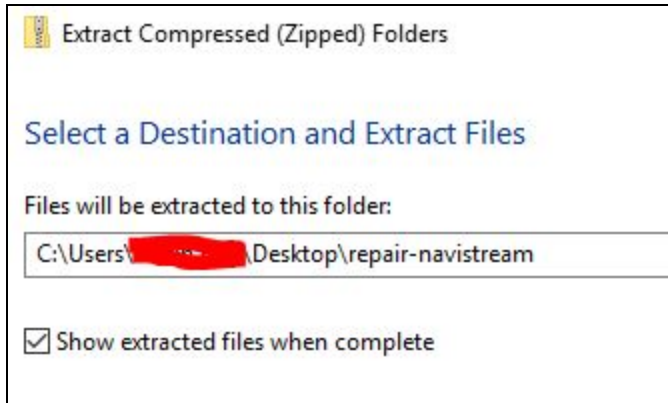

2. Download the attached file: repair-navistream.zip

3. Right-click the downloaded zip file and select the option "Extract all…"

4. Ensure the checkbox for "Show extracted files when complete" is checked on the next window, then press "Extract" in the lower right-hand side.

6. Double-click the file named "repair" or "repair.bat"

7. Depending on your version of Windows, you may get a variety of different security messages that come up. The file that you're running is safe. Say yes to any prompts asking if the program is safe to run. If you get a blue "Windows protected your PC" message, press "More Info" to get a button that says "Run Anyway".

8. A black window will pop on your screen and some tasks will be performed automatically. Once the operation is finished the black window will open and Navistream should successfully launch on your tablet.

Please note:

If the above process does not begin immediately, check your tablet for a prompt. You may have a screen that says "Allow USB Debugging" at the top. Press OK on this window to continue.
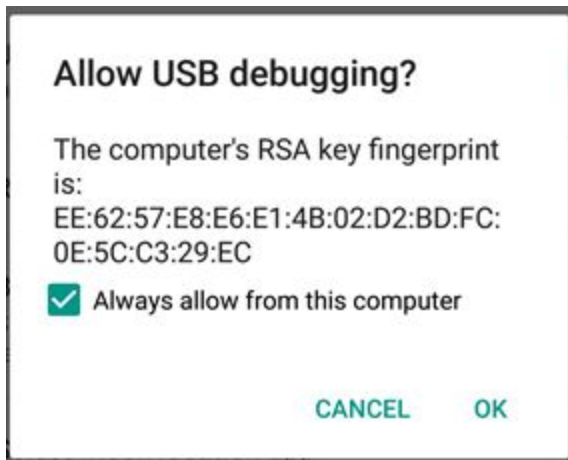
If you're still seeing the "Navistream has stopped working" box on the screen, try pressing the OK button to see this screen below it.

Navistream should now successfully be repaired on your tablet and is ready to be re-deployed into the field.

Please contact Navistream support for questions or help with this process.

navistream@stti.ca

1-(844) 571-8200 (option 2)