

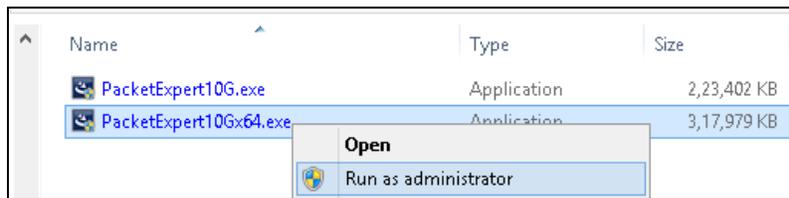
Normal Instructions – Follow these precisely

DO NOT CONNECT PacketExpert™ 10G hardware unit to PC. Perform Software installation first, and then plug-in the hardware unit to the PC.

- System Requirements:
 - Windows® 8.1 and above (32 bit or 64 bit) Operating System.
 - Core i7 or equivalent, 8 GB Memory, USB Ports.
 - Ensure that system has latest Windows® updates and service packs installed.
 - Turn OFF Windows Firewall - navigate to Control Panel → Systems & Security → Windows Firewall, click Turn Off Windows Firewall for all networks.
 - PCs which include GL hardware/software require Intel or AMD processors for compliance.
- Plug-in the **USB** installation stick (pen drive) provided with the shipment package by GL Communications.
- Optional step, if additional licenses are purchased such as **CXG100, PXG105, PXG106, PXG107, PXG108, IPN506** user needs to install hardware licenses available in the USB installation stick.
- From the Windows explorer, navigate to the below installation folder within the USB drive

\PXG100-PacketExpert10G\PXG100-Packetexpert10G-Software

- Right-click on the **PacketExpert10G.exe** (for 32 -bit OS) or **PacketExpert10Gx64.exe** (for 64 -bit OS) and select "**Run as administrator**".



- Follow the onscreen instructions to install the software. The device driver for the new hardware gets automatically loaded into the PC but not installed as the PacketExpert™ 10G unit is not yet connected to the PC.

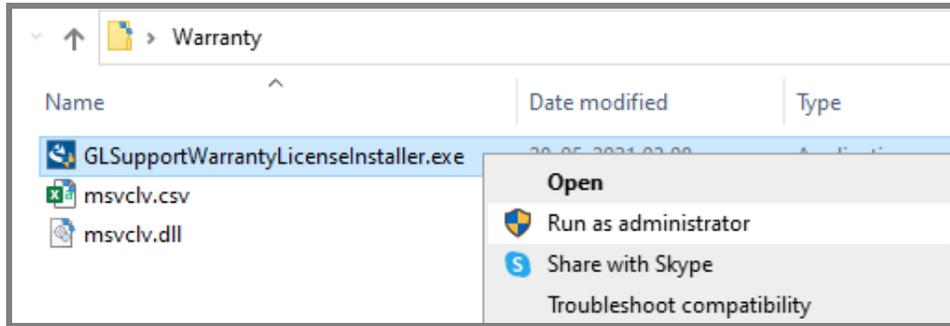
Note: After PacketExpert™ 10G software installation, user may be prompted for 2 additional installations - PacketExpert™ Device Driver software installation (if this is the first time PacketExpert™ 10G installation) and Winpcap installation. Please proceed with these installations to complete.

- **NOW, CONNECT** PacketExpert™ 10G hardware unit to power adapter and connect the power adapter to the AC power outlet.
- Check that the power LED, next to the power inlet is glowing blue, indicating that power supply is correct
- Then connect the PacketExpert™ 10G hardware unit to USB port on PC using the USB cable provided by GL.
- At this point, the operating system detects the PacketExpert™ 10G hardware unit and the device driver is installed automatically.
- License installation for optional applications are required. Please refer to respective application [Quick Verification Guides](#) for installation procedure.

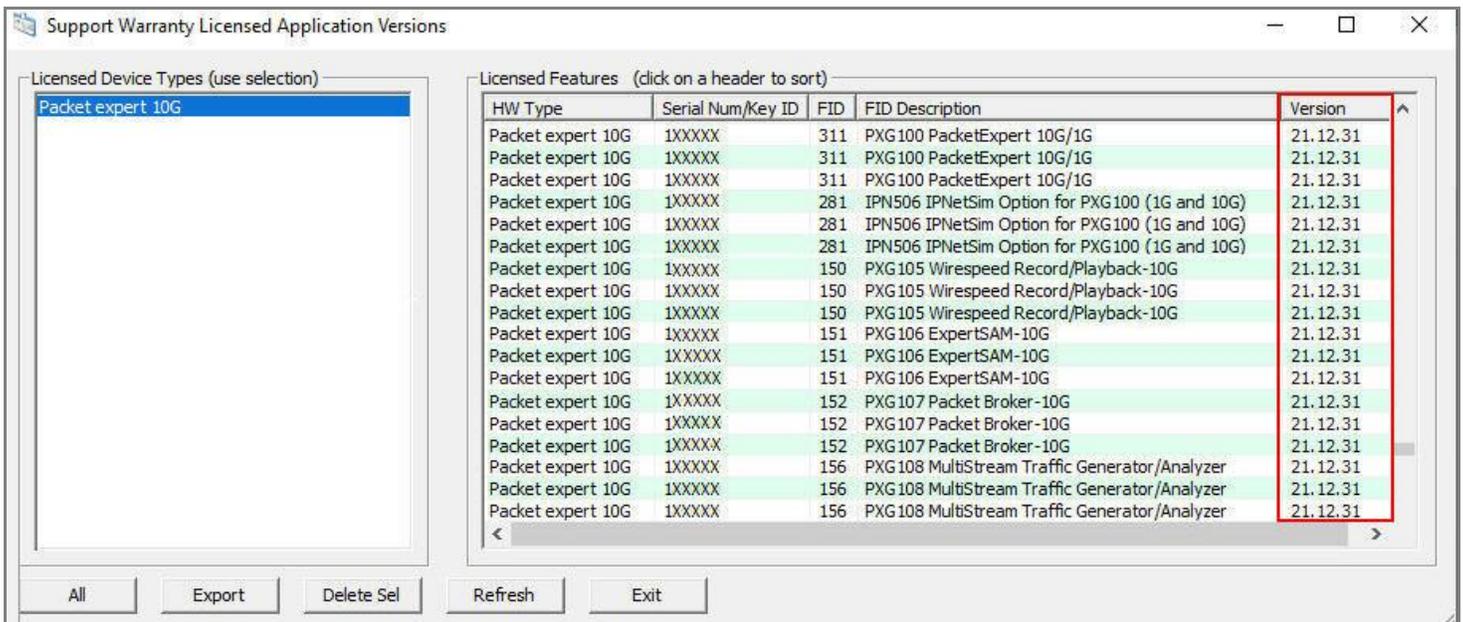


Warranty License Installer

- Users must install the **Warranty License** for the software to run.
- Navigate to root directory in **USB installation stick** (pen drive) to **|Warranty_LicenseInstaller** folder, execute **GLSupportWarrantyLicenseInstaller.exe**. Follow the onscreen instructions and complete the installation.



- To confirm that warranty is installed properly, double-click on **Warranty Application List** icon. This will display the list of warranty applications which are purchased.

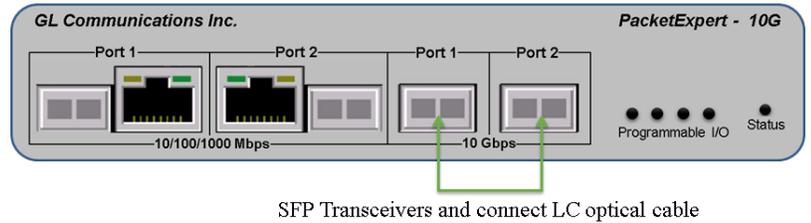


- Users can check the Warranty expiry date in the **Version** column that is **21.12.31** (i.e., 2021 December 31st), and user can verify the date to be as expected (depending on the support warranty purchased).

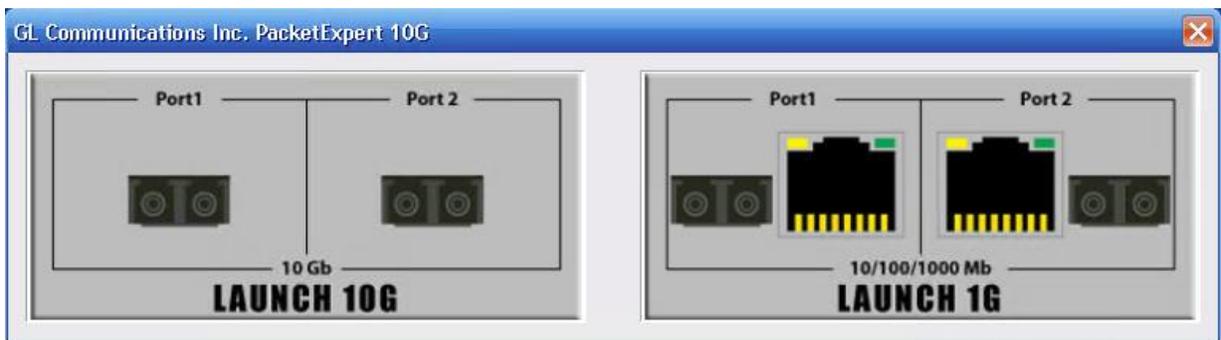
Note: All the PacketExpert™ software versions continue to operate normally. But any latest software updates after warranty period will not be available until warranty licenses are renewed.

Quick Checkout

- For 10G Optical Interface Type, plug-in SFP Transceivers to the optical ports and connect LC optical cable to 10G: Ports 1 & 2, (refer to figure).

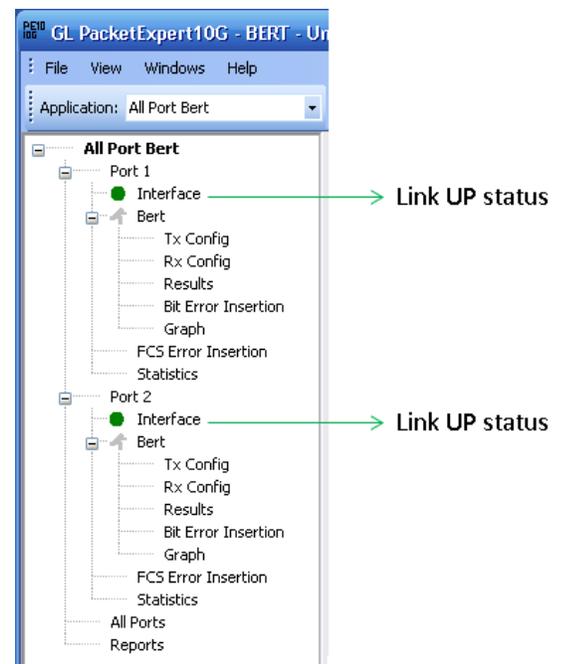


- To launch PacketExpert10G application, click on the PacketExpert10G shortcut icon  created on the desktop and launch PacketExpert 10G application.
- The Launcher screen should invoke without any errors and display the screen as shown below. Click on **Launch 10G** option, to invoke the application with 10G ports as shown in the screen below.



Note: The application may take some time to get started due to hardware and software initializations.

- On launch, **All Port Bert** application is loaded. Also, a default configuration file is automatically loaded with the pre-configured settings. Verify the **Green LEDs** lit on both ports indicating that the Link Status is UP (refer to figure). If the LED shows red (refer to the figure), then link is down.
- Similarly, you can repeat the above connecting **10G Optical Ports** in loopback with optical cables. Invoke application and click on **Launch 10G** option, to verify link status.
- To perform further tests, refer to [PacketExpert 10G Quick Verification Guide](#).



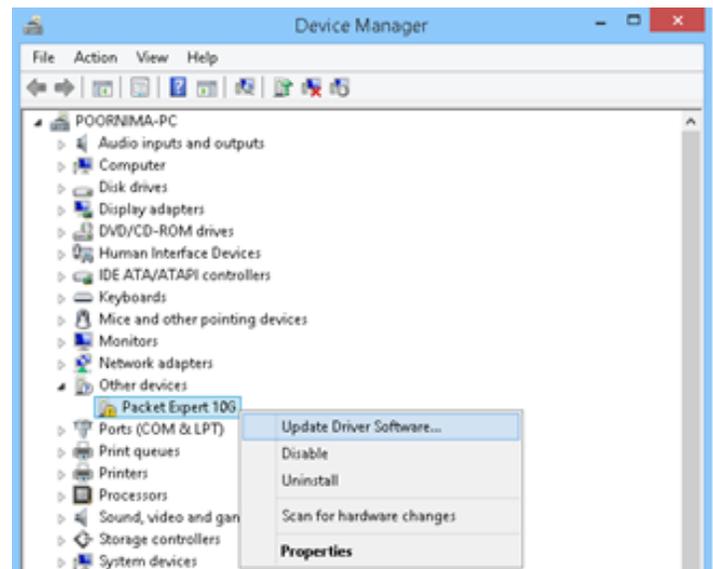
Troubleshoot

On launching PacketExpert™ 10G, if you get the following error message, troubleshoot using the steps below:

- Ensure that the power adapter is connected to the PacketExpert™ 10G hardware unit and to the AC Power on the strip or Wall. Ensure that the power strip is ON.
- Verify that the tablet mounted on the PacketExpert™ 10G hardware unit is turned ON.
- Turn OFF Windows Firewall - navigate to **Control Panel → Systems & Security → Windows Firewall**, click Turn Off Windows Firewall for all networks.
- If still link is not UP, double click "**Interface**" under the port in the LHS tree to launch the "Interface" dialog in one of the RHS panes. Click the "Apply" button. This will reinitialize the port and will force it to go through the auto negotiation cycle again.
- Secure the cables properly to ensure there aren't any loose connections
- If the problem still persists, then the PacketExpert™ 10G USB device driver may not be installed correctly. If you connect PacketExpert™ 10G hardware unit to the PC prior to installing the software, then the proper USB device driver will not be installed. Do the following:



- First, invoke Device Manager. To invoke Device Manager window, right-click on **Windows Start** option and select → **Device Manager** from the list. (Or, go to **Control Panel → System and Security → System → Device Manager**)
- Under "**Other Devices**", check if there is an entry named "PacketExpert" (refer to figure)
- Right click on the device, click **Update Driver** option, and choose **Browse My Computer for Driver Software** and click on the **Browse** button.
- Navigate to the PacketExpert™ 10G installation folder – for example, "*C:\Program Files (x86)\GL Communications Inc\PacketExpert*" or "*C:\Program Files\GL Communications Inc\PacketExpert*". Select **DriverFiles** folder under it and click **OK**. Follow the on-screen instructions to complete the driver installation.



- If you are still having problems, please refer to detailed instructions in the [PacketExpert™ 10G Installation Guide](#) provided in the USB installation (pen drive) stick.
- For further queries, contact **GL Communications Inc.**