## Normal Instructions – Follow these precisely

**START WITH DONGLE UNPLUGGED FROM MACHINE**

- Perform Software installation first, followed by Dongle Licenses installation.
- System Requirements:
  - ➢ Windows® 7 and above (64 bit) Operating System.
  - ➢ Core i3 to i7 or equivalent, 4 GB Memory, USB 2.0 Ports.
- Plug-in the **USB Installation Stick** (pen drive) to the PC. This is provided with the shipment package by **GL Communications**.
- Navigate to **\PKV100-PKV101-PacketScan\PKV100-PacketScan-Software** folder, execute **PacketScan_x64_Setup.exe** in **Run as Administrator** mode.
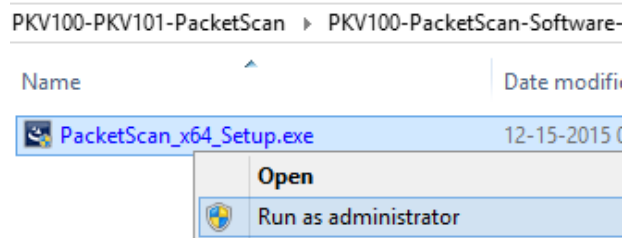


- Run **..\ *Dongle License Installer\ GLDongleLicenseInstaller_x64.exe*** from the installation USB stick provided by GL Communications Inc.
- Plug the dongle to the USB 2.0 port of your computer. Windows® should install all required drivers automatically. A red light should appear on the dongle indicating that it is functioning correctly from a physical point of view.
- Run *appl_list.exe* available in the *C:\Program Files\GL Communications Inc\GLDONGLE* directory and confirm that the following licenses are listed:
  - ➢ PKV100 – PacketScan™
- It is recommended to reboot the system after the software installation.
- Right click the PacketScan icon  created on the desktop and select **"Run as Administrator"** to launch the application. The application should invoke without any errors.

📓 **Note:**
- Additional licenses may be required for optional codec. Please verify that all licenses purchased are displayed using the appl_list.exe utility

## Verification

Follow the steps below for functional verification of PacketScan™ **Real-time** analysis feature.

- Select **Capture ➔ Stream/Interface Selection** and enable the Ethernet card on which packet needs to be captured
- Select **Capture ➔ Capture File Options** and enable **Circular Capture Buffer**
- Select **Capture ➔ Capture Filter** option, click on **MGCP** in the Filter Selection and check **Filter all MGCP data**. Do not activate any other filters in the **Capture Filter**.

📓 **Note:**
- PacketScan™ MGCP protocol does not support Call Detail Records and Packet Data Analysis.

- From the PacketScan™ main menu, select **File → Start Real-time** or Click **Start Real-time** icon from the toolbar.

- To playback an HDL file containing packets, use **PacketscanUtilities** application. From the GL installation directory double-click **PacketscanUtilities** application.

- Select **Utilities → HDL Playback** from the menu.

- In the **Device** option select required NIC card

- In the **Select HDL File** option click on browse button to browse and select **C:\Program Files\GL Communications Inc\PacketScan\Examples\MGCP\MGCP.hdl** file from the GL installation directory

- Enable **Maintain Timing** option and click **Start**

- Observe the **MGCP** decodes displayed in PacketScan™ analyzer summary and detail views.

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**Note:**

- If you are unable to view the real-time decodes, verify if the Widows® Firewall is enabled. You should *Turn off Windows Firewall* on Windows® and on any 3rd party Anti-Virus software that may be installed on the PC to make sure that Firewall is not blocking any packets or frames.

## Troubleshoot

- *"Security Error: Application is not licensed",* if you see this error when you run PacketScan™ it indicates a problem with either your dongle or license file.
  - ➢ First verify that the dongle is plugged in and the red light is on
  - ➢ Navigate to *C:\Program Files\GL Communications Inc\GLDONGLE*
  - ➢ Run *haspinfohl.exe*. Verify that Status is **OK** and make a note of the Serial #.
  - ➢ Run *appl_list.exe*. Verify that there is a line in the table reading *PKV100 PacketScan Online VoIP Analysis Software* with the serial number you noted above.
  - ➢ If the dongle does not appear in haspinfohl.exe, verify that it appears as a USB device in the Windows Device Manager. If it does not appear even in the device manager, remove the dongle and plug it into a different USB port, preferably one directly on the motherboard.

- Reasons why the Verification Step might fail are various:
  - ➢ Intermittent Frame Errors or Bit Errors generally indicates faulty equipment, either due to the Ethernet cable, the NICs or both.
  - ➢ Complete failure to SYNC could be a configuration issue, please review your settings. It could also be due to firewalls or other forms of security software. Please disable any security software if possible and try again.
  - ➢ Make sure that Firewall is not blocking any packets or frames. *Turn off Windows Firewall* on Windows® and on any 3rd party Anti-Virus software that may be installed on the PC. **Turn OFF Windows Firewall** - navigate to Control Panel > Systems & Security > Windows Firewall, click Turn Off windows Firewall for all networks.

- If you cannot resolve your issues, please contact your appointed technical support person. If you do not know your technical support contact, please reach us at info@gl.com