

Normal Instructions – Follow these precisely

START WITH DONGLE UNPLUGGED FROM MACHINE

- Run..*Dongle License Installer\GLDongleLicenseInstaller_x86.exe* (or *GLDongleLicenseInstaller_x64.exe* for PacketScan[™] 64-bit installers) from the installation CD 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.
- If a previous version of PacketScanTM is already installed, uninstall this program completely, manually delete all the files from the installation directory, and then run the above executable.
- Run *appl_list.exe* available in the C:\Program Files(x86)\GL Communications Inc\GLDONGLE (or C:\Program Files\GL Communications Inc\GLDONGLE) directory and confirm that the following licenses are listed:
 - ➢ PKV100 − PacketScanTM
 - ▶ PKV105 SIGTRAN Analyzer
- Run the PacketScanTM Installation executable **PacketScan.exe** (or *PacketScan_x64.exe* for 64-bit OS) from the Installation CD.
- It is recommended to reboot the system after the software installation.
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- Double-click the PacketScanTM icon PacketScan from the desktop. 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.

- From the PacketScan[™] main menu, select Configure → Protocol and GUI Options → INI Decode Options from Configure > Protocol and GUI Options to open the Edit INI screen. Click on Edit INI, this will invoke PacketScanProt.ini file in the Notepad
- In the ini file search for **#SIGTRAN_STANDARD** and enter the **STANDARD_VALUE** as **1** for decoding ITU SIGTRAN. Similarly, set as '2' for ANSI, and set as '3' for ETSI. Save and close the PacketScanProt.ini file.

- PacketScan[™] SIGTRAN protocol does not support Packet Data Analysis.
- Close the PacketScanTM application and invoke again to apply the changes done for PacketScanProt.ini.
- 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 SCTP in the Filter Selection and check Filter all SCTP data. Do not activate any other filters in the Capture Filter.
- From the PacketScanTM main menu, select Call Detail Records \rightarrow Build Call Detail Records
- From the PacketScan[™] main menu, select File → Start Real-time or Click Start Real-time and icon from the toolbar.(Or Check Start real-time tracing option provided under Configure → Startup Options, and then click Execute)

Note:



- To playback an HDL file containing packets, use **PacketscanUtilities** application. From the GL installation directory doubleclick **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\Sigtran\Isup_Sigtran_ITU.hdl file from the GL installation directory.
- Enable Maintain Timing option and click Start.
- Observe the ISUP SIGTRAN decodes displayed in PacketScan[™] analyzer summary and detail views.
- From the PacketScanTM main menu, select Call Detail Records \rightarrow Open Call Detail Records to view Call Trace.

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 <u>info@gl.com</u>

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