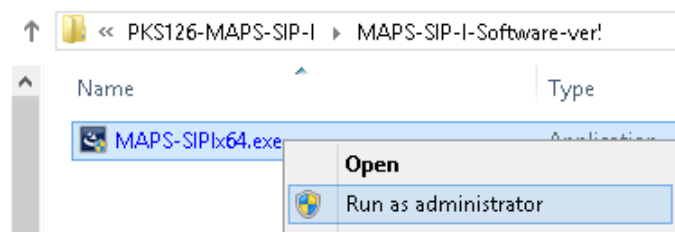


Software and License Installation

DO NOT CONNECT USB DONGLE TO THE PC FIRST. Perform Software installation first, followed by License installation and then plug-in the USB hardware dongle to the PC.

- PC Requirements
 - Windows® 7 and higher Operating System (**64 bit Only**).
 - Core i3 to i7 (or equivalent), 4 GB Memory, NIC, and 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.
- Go to \PKS126-MAPS-SIP-I\MAPS-SIP-I-Software-verXX folder, right-click **MAPS-SIPx64.exe** and select **Run as Administrator**. Follow the onscreen instructions and complete the installation.



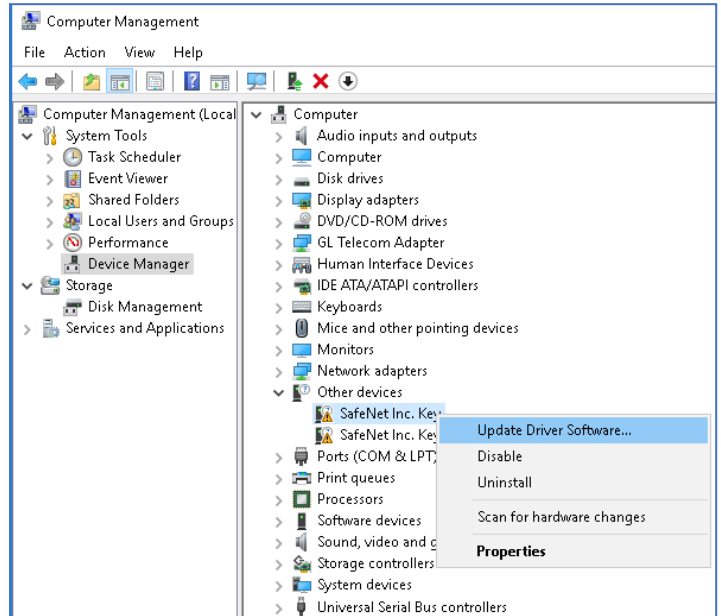
- Navigate back to root directory in USB installation stick (pen drive) to **\GL-Dongle License Installer** folder, execute **GLLdkDongleLicenseInstaller_x64.exe**. Follow the onscreen instructions and complete the installation.
- NOW PLUG-IN the USB Dongle to the PC to the USB 2.0 port of your computer. Windows® should install all required drivers automatically. A red light should appear on the dongle indicating that the device is functioning correctly and ready to use.
- It is recommended to reboot the system after the software installation. If you had problems with installation so far, refer to [Troubleshoot](#) section explained in this document.
- You can verify if the required licenses are installed. Navigate to **C:\Program Files\GL Communications Inc\GLDONGLE** directory, execute **appl_list.exe** and confirm that the following licenses are listed:
 - PKS126 (SIP-I Protocol Emulation)
 - PKS102 (PacketGen RTP Soft Core)*

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

Troubleshoot

- **“Unknown device” error while installing USB Dongle.**

- If you see this error, ensure you have installed the GL Dongle License Installer software first and then plugged the USB Dongle to the PC. The USB Dongle will then be recognized as “SafeNetInc. USB Key” and appropriate drivers will get installed automatically. If problem still persists, plug the USB Dongle to a different USB2.0 port and try again.
- In the **Device Manager** → **Other devices** list, right-click “SafeNetInc. USB Key” and select **Update Device Software**. Update device drivers for unknown USB device using internet or check and install latest windows updates.



- **“Security Error: Application is not licensed”,** if you see this error when you run MAPS™ SIP 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
- To use MAPS™ 64-bit version – use *GLLdkDongleLicenseInstaller_x64* utility to install licenses
- 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 **PKS126 SIP-I Protocol Emulation** 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.



- If the SIP/RTP Core console does not invoke with the MAPS™ TestBed start-up, check for the following:

- RTP Soft Core licenses may not be installed for the dongle used. Run *appl_list.exe* available in the *C:\Program Files\GL Communications Inc\GLDONGLE* directory. Verify that there is a line in the table reading **PKS102 RTP Soft Core** with the serial number you noted above.
- Verify that the SIP IP Address in the testbed configuration is configured with system IP address.

- If you cannot resolve the issues, please contact GL Communications at info@gl.com for technical support.