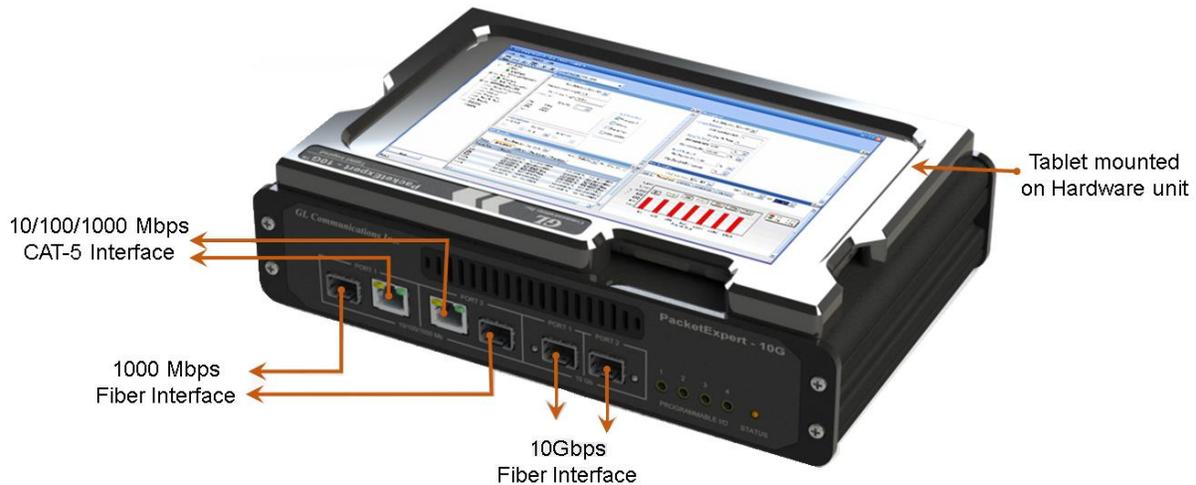


For the purchased **PacketExpert™ 10G Tablet** product, you will receive the hardware unit with a Tablet PC (Dell Venue 8 Pro 5830) mounted on the device. The hardware unit also includes required PacketExpert™ software, and licenses pre-installed. And therefore, you will only need to connect the hardware unit to the power outlet.



Software Upgrade

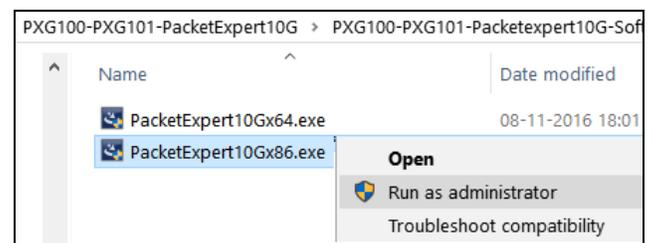
- Connect the supplied power adapter to the PacketExpert™ 10G hardware unit and then to the AC Power outlet. Switch ON the power supply to the unit.
- Switch ON the tablet mounted on the PacketExpert™ hardware unit.
- Check for the LEDs glowing on the hardware unit, indicating that the power supply is correct.
- Plug-in the USB installation stick (pen drive) provided with the shipment package by GL Communications.
- From the USB installation stick (pen drive), PXG100-PXG101-PacketExpert10G\PXG100-PXG101-Packetexpert10G-Software-verXX. Right-click on **PacketExpert10Gx86.exe**, and select “Run as Administrator”.



Note: Do NOT execute *PacketExpert10Gx64.exe* as *PacketExpert10G Tablet* is loaded with 32-bit Windows® OS only.

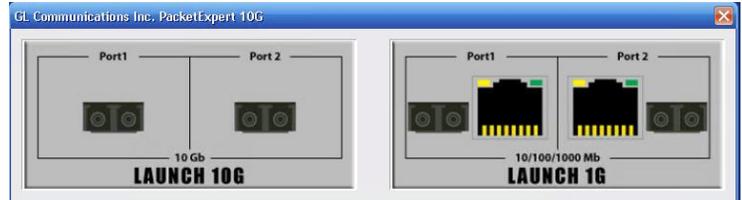
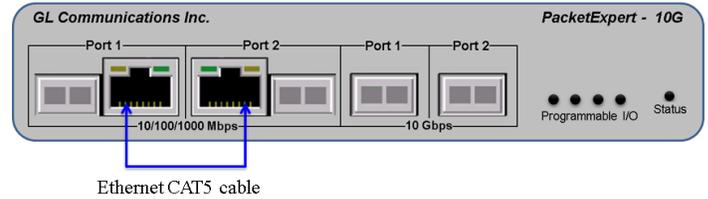
- Follow the onscreen instructions to complete the software installation.

Note: At the end of PacketExpert™ software installation, user may be prompted for additional Winpcap installation. Please make sure to install this as well.



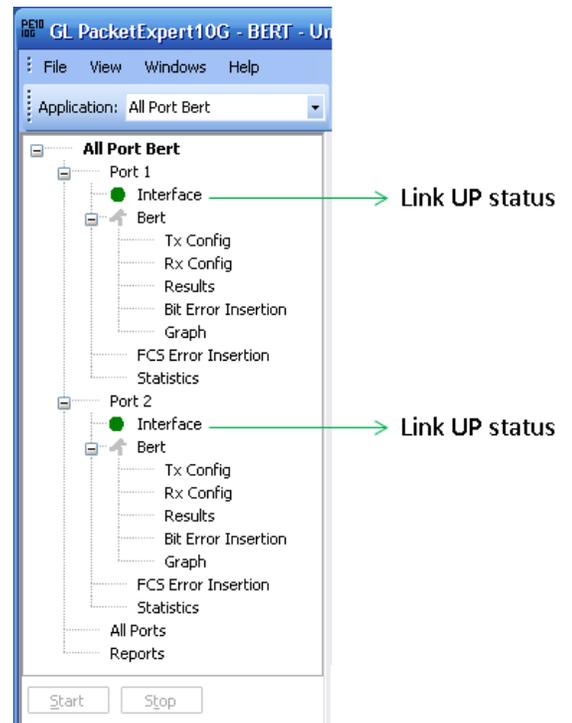
Quick Checkout

- Cross-connect 1G Electrical Ports (Port 1 to 2) using Ethernet CAT5 cable as shown in the figure below –
- To launch PacketExpert10G application, long press on desktop shortcut icon  , to get the right-click options. Select **"Run as Administrator"** to launch PacketExpert 10G application.
- The Launcher screen should invoke without any errors and display the screen as shown below. Tap on **Launch 1G** option, to invoke the application with 1G 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.
- Verify that PacketExpert™ 10G application is launched in Administrator mode (right-click and select "Run As Administrator").
- 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

- Check if PacketExpert™ 10G USB device driver is installed correctly. Do the following:
 - First, invoke Device Manager. To invoke Device Manager, go to **Control Panel → System and Security → System → Device Manager**.
 - Under "**Other Devices**", check if there is an entry named "PacketExpert". Right click on the device, click **Update Driver** option. Choose **Browse My Computer for Driver Software** and click on the Browse button and navigate to the PacketExpert™ 10G installation folder. Select the **DriverFiles** folder under it, and click **OK**. Follow the on-screen **instructions** to complete the driver installation.
- If PacketExpert™ 10G Tablet is connected to an external PC via a USB port, then ensure it is USB 2.0 port (some USB 3.0 ports may not work correctly). If connected to USB 3.0 port, change to USB 2.0 port.
- If you are still having problems, please refer to detailed instructions in the **PacketExpert™ 10G Installation Guide** provided in the USB stick (\\PXG100-PXG101-PacketExpert10G\\PXG100-PXG101-Packetexpert10G-Documents**PacketExpert-10G-Installation-Guide.pdf**).

- For further queries, please contact GL Communications Inc.