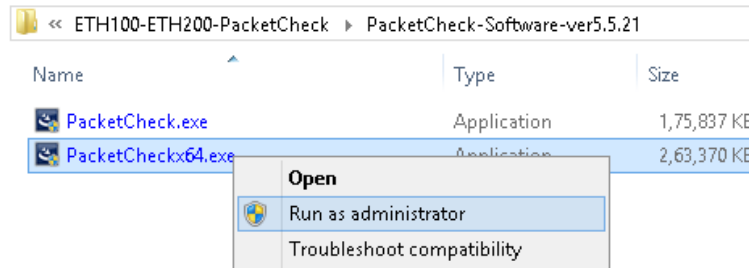




Normal Instructions – Follow these precisely

DO NOT CONNECT USB DONGLE TO THE PC

- System Requirements – Windows® 7 and above (32 bit or 64 bit) Operating System. Core i3 to i7 (or equivalent) CPU, 8 GB Memory, USB Port.
- Plug-in the USB installation stick (pen drive) provided with the shipment package by GL Communications.
- From the USB installation stick (pen drive), navigate to folder \ETH100-ETH200-PacketCheck\PacketCheck-Software-verXX. Right-click **PacketCheck.exe** (for 32 -bit OS) or **PacketCheckx64.exe** (for 64 -bit OS), and select "Run as administrator".



- Follow the onscreen instructions to complete the software installation.
- From the installation USB stick, go to \GL-Dongle-License-Installer folder. Right-click on dongle license installable **GLDongleLicenseInstaller_x86.exe** for 32 bit GL application (or **GLDongleLicenseInstaller_x64.exe** for 64 bit GL application) and select "Run as administrator".
- Similarly, follow the onscreen instructions and complete the dongle license installation.
- Plug the dongle to the USB 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.

- Double-click on PacketCheck™ shortcut  icon for 64-bit OS or double-click on PacketCheck™ shortcut  icon for 32-bit OS created on the desktop (alternatively invoke the application from **Start > Programs > GL Communications > PacketCheck**) and check if the application invokes without any errors.
- For functional verification, refer to **PacketCheck-Quick-Verification-Guide**.

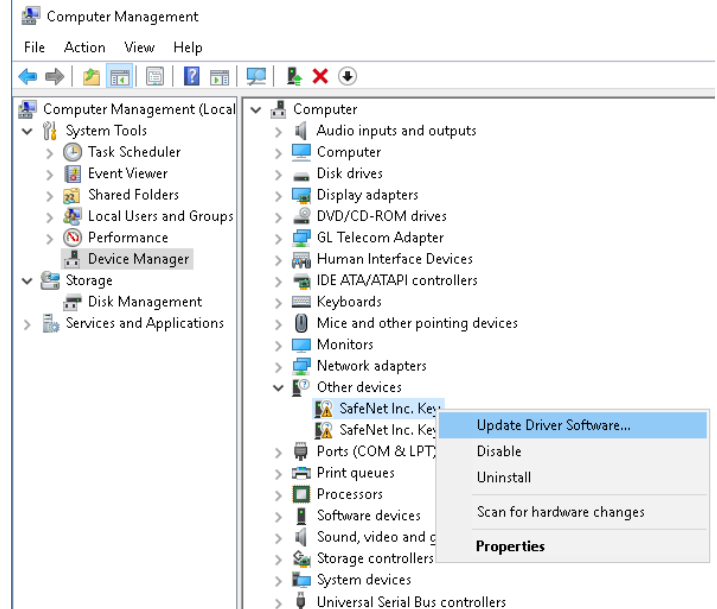
License Verification

- To check if the purchased licenses are installed:
 - If you have used **GLDongleLicenseInstaller_x86.exe** utility to install licenses, execute the application, **appl_list.exe**, from the directory **C:\Program Files (x86)\GL Communications Inc\GLDongle**
 - If you have used **GLDongleLicenseInstaller_x64.exe** utility to install licenses, execute the application, **appl_list.exe**, from the directory **C:\Program Files\GL Communications Inc\GLDongle**.
- From the **appl_list.exe** application, notice all currently installed applications and the associated dongle serial number are listed.

Troubleshoot for PacketCheck™

• **“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 USB 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 PacketCheck™ 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**. Select the appropriate dongle number and verify that the Status is **OK**.
- Run **appl_list.exe**. Verify that there is a line in the table reading **ETH100 PacketCheck™** 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.