

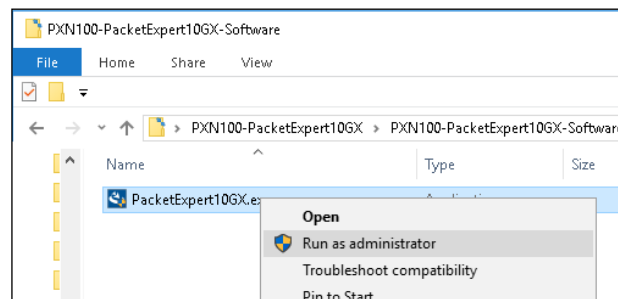
### Normal Instructions – Follow these precisely

Perform the Software installation first, and then plug-in the hardware unit to the PC.

- System Requirements:
  - Windows® 10 and above Operating System (64 bit)
  - Core i7, i9, AMD Ryzen 9 or equivalent, 16 GB Memory, USB 3.0 Ports
  - Ensure that system has latest Windows® updates and service packs installed
  - Turn OFF Windows Firewall - navigate to **Control Panel → Systems & Security → Windows Firewall**, click **Turn Off** Windows Firewall for all networks

### Application Installation

- Plug-in the USB installation stick (pen drive) provided with the shipment package by GL Communications.
- (Optional) If additional licenses are purchased such as **CXN100, PXN101, PXN105, PXN107, PXN108, IPN507** user needs to install hardware licenses available in the USB installation stick. Refer to the [Hardware License installation](#) section.
- From the Windows explorer, navigate to the below installation folder within the USB drive **\\PXN100-PacketExpert10GX\\PXN100-Packetexpert10GX-Software**
- Right-click on the **PacketExpert10GX.exe** (for 64 -bit OS) and select **"Run as administrator"**.



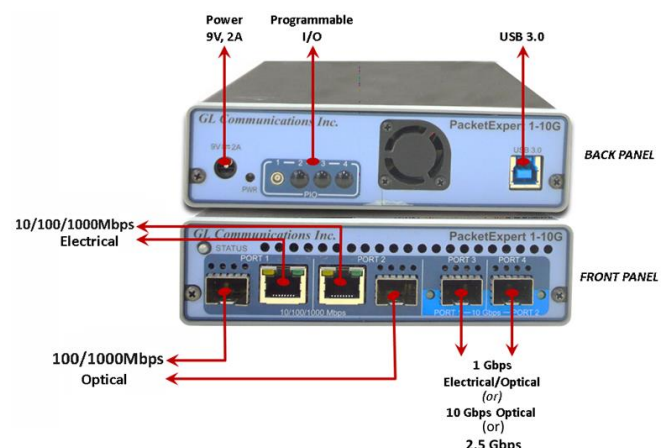
- Follow the onscreen instructions to install the software. The device driver for the new hardware gets automatically loaded when the device is plugged to the USB port.



#### Note:

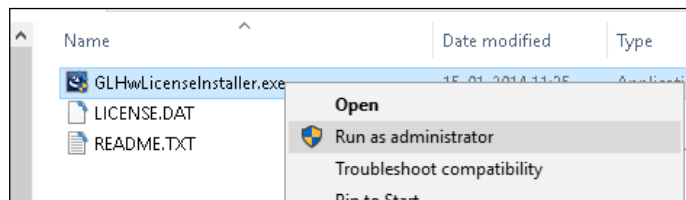
- During the PacketExpert™ 10GX software installation, user may be prompted for additional installations – Crystal Report installation and Winpcap installation to the latest version if already installed on the system. Please proceed with these installations to complete.
- During the first-time installation, the user may be prompted to install PacketExpert™ Device Driver software, please proceed on-screen instructions to complete the installation successfully.

- **NOW, CONNECT** PacketExpert™ 10GX hardware unit to power adapter and connect the power adapter to the AC power outlet.
- Check that the power LED, next to the power inlet is glowing **Blue**, indicating that power supply is correct.
- Then connect the PacketExpert™ 10GX hardware unit to USB 3.0 port on PC using the USB cable provided by GL.
- At this point, the operating system detects the PacketExpert™ 10GX hardware unit and the device driver is installed automatically.



### (Optional) Hardware License installation

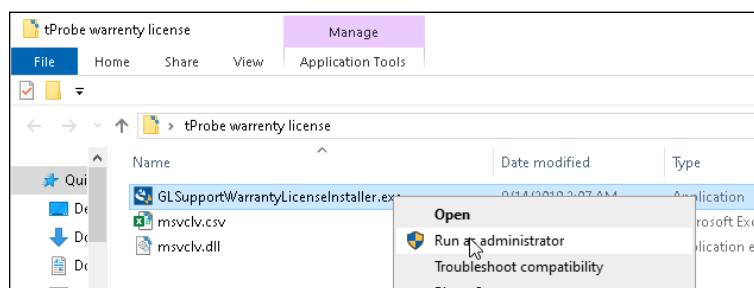
- If the optional licenses are purchased, your shipment will contain a **USB Installation Stick** (pen drive) with necessary software executables, license installer, and documents.
- Navigate to **|GL-Hardware-LicenseInstaller** folder in installation USB stick and execute **GLHwLicenseInstaller\_x64**. Follow the on-screen instructions to complete the installation.



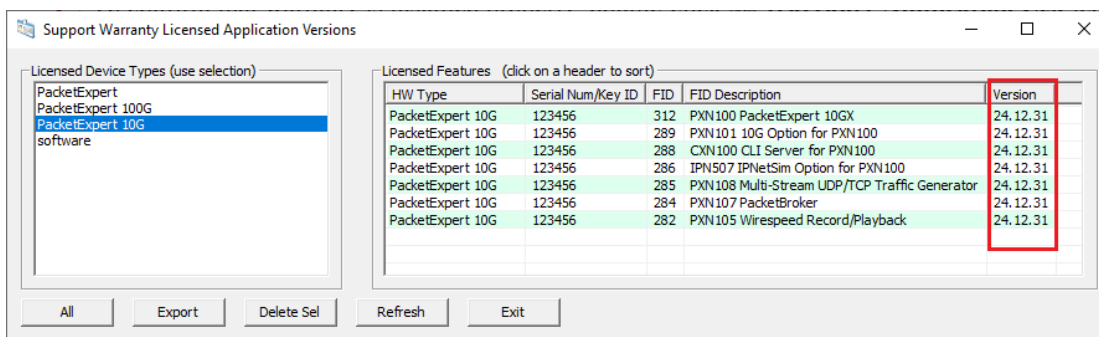
- (Optional Step) Execute **GLDongleLicenseInstaller.exe** to install Dongle Licenses (if necessary). Connect the USB dongle if included in your purchase.
- Run **T1E1appl\_list.exe** available in the **C:\Program Files\GL Communications Inc\GL Hardware License Installer** (or **C:\Program Files (x86)\GL Communications Inc\GL Hardware License Installer**) directory and confirm that the purchased PacketExpert™ 10GX licenses are listed against the hardware purchased.

### Warranty License Installer

- Users must install the **Warranty License** for the software to run.
- Navigate to root directory in **USB installation stick** (pen drive) to **|Warranty\_LicenseInstaller** folder, execute **GLSupportWarrantyLicenseInstaller.exe**. Follow the onscreen instructions and complete the installation.



- To confirm that warranty is installed properly, double-click on **Warranty Application List** icon. This will display the list of warranty applications which are purchased.



- In the Version column, verify the warranty expiry date to be as expected (depending on the support warranty purchased).

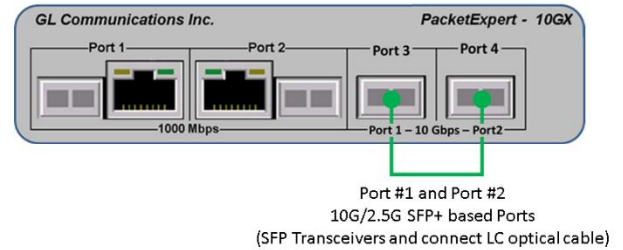


#### Note:

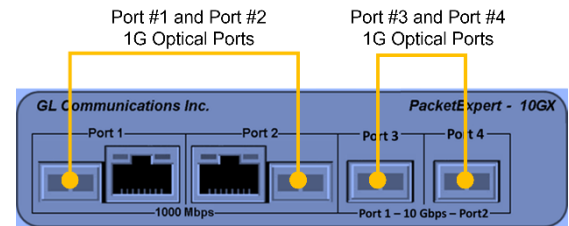
- All the PacketExpert™ software versions continue to operate normally. But any latest software updates after warranty period will not be available until warranty licenses are renewed.

### Quick Checkout

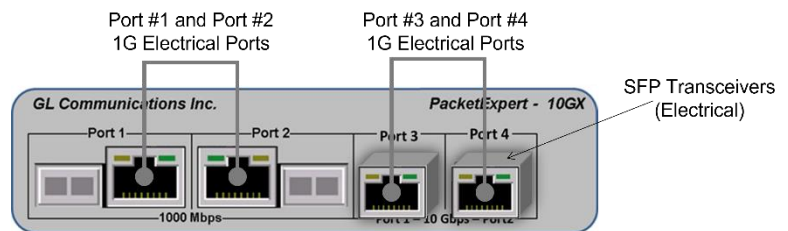
- For 10G/2.5G SFP+ Interface Type, plug-in SFP Transceivers to the optical ports and connect LC optical cable to 10G/2.5G: Ports 1 & 2, (refer to figure).



- By default, board supports 1G on all the four optical interface ports. Plug-in SFP Transceivers to the optical ports and connect LC optical cable to 1G: Ports 1 to 2, Ports 3 to 4 (refer to figure).



- For four ports 1G Electrical Interface option, plug-in Electrical SFP Transceivers to the 10G optical ports and connect Ethernet cable to 1G: Ports 1 to 2, Ports 3 to 4, (refer to figure).

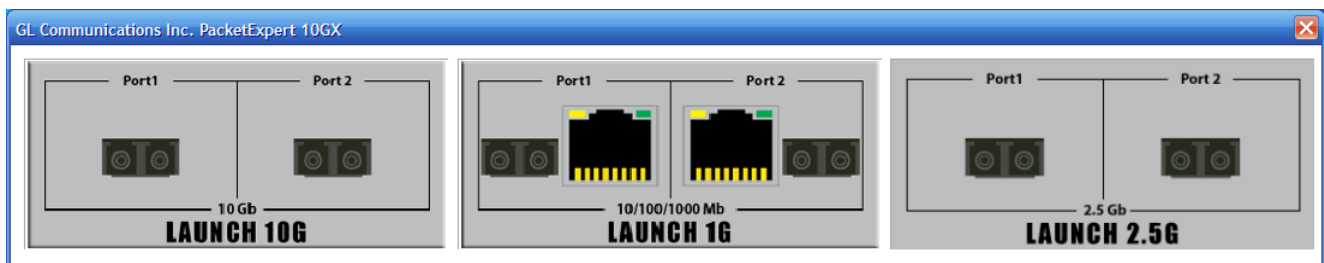


- To launch PacketExpert10GX application, right-



click on the PacketExpert10GX shortcut icon on the desktop and select "**Run as Administrator**".

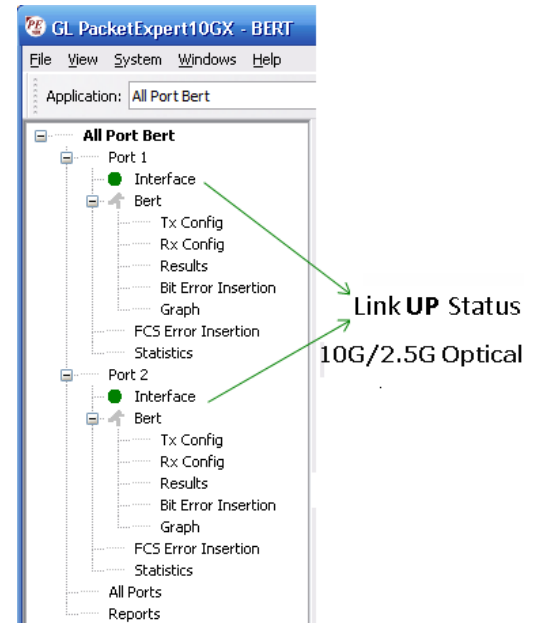
- The Launch screen should invoke without any errors and display the screen as shown below. Click on **LAUNCH 10G** or **LAUNCH 2.5G** or **LAUNCH 1G** option, to invoke the application with 10G Ports or 2.5G Ports or 1G Ports respectively as shown below.



#### Note:

- If optional license **PXN101** (license for 10G and 2.5G ports) is installed, then launch window to select **1G/2.5G/10G** type testing is prompted as shown in the figure. If this license is not installed, then the application is loaded on 1G Ports by default.

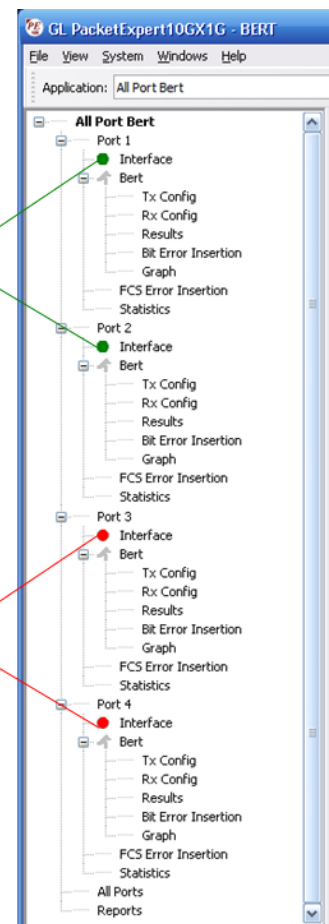
- The application may take some time to get started due to hardware and software initializations.
- On launch, **All Port Bert** application is loaded. Also, a default configuration file is automatically loaded with the pre-configured settings. Verify the **Green** LEDs on both Ports indicating the Link UP Status. If the LED shows **Red**, then link is down.
- In the screenshot, the link status is displayed when **10G/2.5G Optical Ports** are connected in loopback with optical cables.



- As discussed, 1G is supported on all the optical interface ports available on the hardware unit. For four 1G Electrical interface option, user can plug in the Electrical SFP transceivers to 10G ports.
- Click on **Launch 1G** option while invoking the application.
- In the screenshot, the link status is displayed for 1G ports. Ports 1 & 2 display **Green** LEDs indicating Link **UP** Status, while LEDs for Ports 3 & 4 shows **Red** indicating link **DOWN** status.

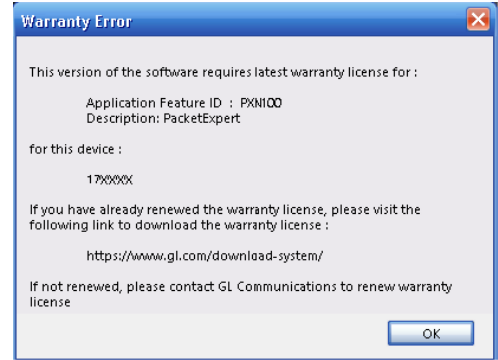

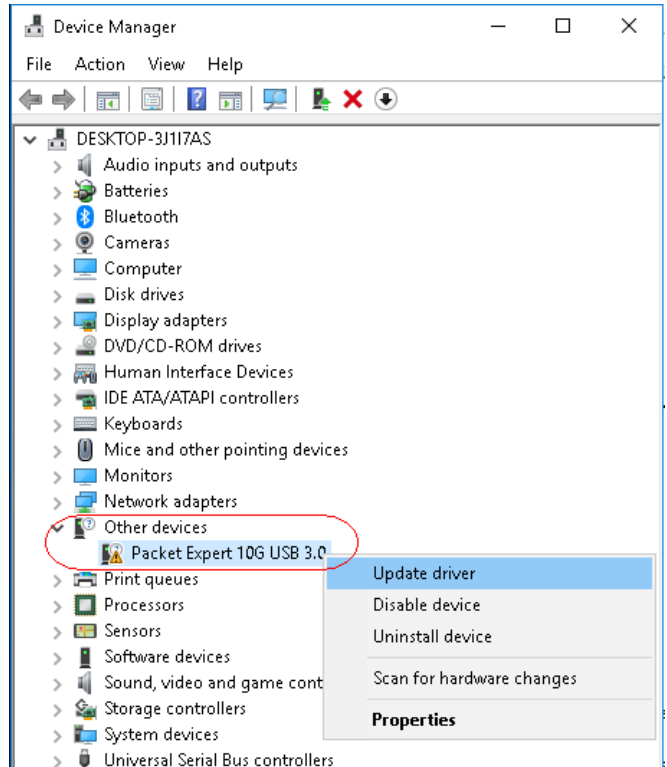
Link **UP** Status  
1G Electrical/Optical

Link **DOWN** Status  
1G Electrical/Optical



- To perform further tests, refer to **PacketExpert 10GX BERT Quick Verification Guide**.

## Troubleshoot

- On launching PacketExpert™ 10GX, if you get the following error message, troubleshoot using the steps below:
  - Ensure that the additional **Warranty License** has been installed or if the Warranty License has been installed already, please contact GL to renew the warranty license.
- 
- The Warranty Error dialog box displays the following text: "This version of the software requires latest warranty license for : Application Feature ID : PXN100 Description: PacketExpert for this device : 17XXXXX. If you have already renewed the warranty license, please visit the following link to download the warranty license : https://www.gl.com/download-system/. If not renewed, please contact GL Communications to renew warranty license." There is an OK button at the bottom right.
- Ensure that the power adapter is connected to the PacketExpert™ 10GX hardware unit and to the AC Power on the strip or Wall. Ensure that the power strip is ON.
  - Turn OFF Windows Firewall - navigate to Control Panel > Systems & Security > Windows Firewall, click Turn Off Windows Firewall for all networks.
  - 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
  - If the problem still persists, then the PacketExpert™ 10GX USB device driver may not be installed correctly. If you connect PacketExpert™ 10GX hardware unit to the PC prior to installing the software, then the proper USB device driver will not be installed. Do the following:
    - First, invoke Device Manager. To invoke Device Manager window, right-click on **Windows Start** option and select → **Device Manager** from the list. (Or, go to **Control Panel → System and Security → System → Device Manager**)
    - Under "**Other Devices**", check if there is an entry named "PacketExpert 10G USB 3.0" (refer to figure)
    - Right-click on the device, click **Update Driver** option, and choose **Browse My Computer for Driver Software** and click on the **Browse** button.
    - Navigate to the PacketExpert™ 10GX installation folder (C:\Program Files\GL Communications Inc\PacketExpert10GX\). Select **DriverFiles** folder and click **OK**. Follow the on-screen instructions to complete the driver installation.
  - If you are still having problems, please refer to detailed instructions in the **PacketExpert™ 10GX Install Guide** provided in the USB installation (pen drive) stick.
  - For further queries, please contact GL Communications Inc.
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- The Initialization Failure dialog box displays the text "Initialization Failure" and has an OK button at the bottom right.
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- The Device Manager window shows a list of hardware categories. Under "Other devices", the entry "Packet Expert 10G USB 3.0" is highlighted with a red circle. A right-click context menu is open over this entry, showing options: "Update driver", "Disable device", "Uninstall device", "Scan for hardware changes", and "Properties".