Normal Instructions – Follow these precisely

DO NOT CONNECT PacketExpert™ 1G hardware unit to PC. Perform Software installation first, and then plug-in the hardware unit to the PC.

- System Requirements
  - Windows® 7 or higher OS (32 bit or 64 bit).
  - Core i7 or equivalent, 8 GB Memory, USB 2.0/3.0 Interface.
  - Ensure that system has latest Windows® updates and service packs installed.

- 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 \PXE100-PXE104-PXE112-PXE124-PacketExpert\PXE100-PacketExpert-Software.
- Right-click on the PacketExpertx86.exe (for 32-bit OS) or PacketExpertx64.exe (for 64-bit OS), and select "Run as administrator".

- Follow the onscreen instructions to install the software.

Note: During PacketExpert™ 1G software installation, user may be prompted for 2 additional installations - PacketExpert Device Driver software installation (if this is the first time PacketExpert installation) and Winpcap installation. Please make sure to install these as well.

NOW, CONNECT PacketExpert™ 1G 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™ 1G hardware unit to PC using the USB cable provided by GL.
- At this point, the Operating System detects the PacketExpert™ hardware unit and the device driver for the new hardware is installed automatically.
Quick Checkout

- Connect the **1G Electrical ports** (Port 1 → Port 4, or Port 2 → Port 3) on the hardware unit using Ethernet cable.

- Right click on the PacketExpert shortcut icon on the desktop and select **"Run as Administrator"** to launch PacketExpert™ 1G application. The application should invoke without any errors.

  **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** 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 by connecting **1G Optical Ports** (Port 2 → Port 3) in loopback with optical cables and SFPs.

- Select **System → Device Information** option from the menu and verify Board **Serial Number** and all application licenses.

- To perform self-tests, refer to **PacketExpert 1G Quick Verification Guide**.
Troubleshoot

On launching PacketExpert™ 1G, if you get the following error message, troubleshoot using the steps below:

- Ensure that the Power Adapter is connected to the PacketExpert™ 1G hardware unit and to the AC Power on the strip or Wall. Ensure that the Power Strip is ON.
- Make sure that the USB cable is securely connected to the PacketExpert™ 1G hardware unit and to the USB 2.0/3.0 port of the PC.
- Make sure that PacketExpert™ 1G is launched in Administrator Mode (Right-Click and select "Run As Administrator").
- If the problem still persists, then the PacketExpert™ 1G USB device driver may not be installed correctly. If you connect PacketExpert™ 1G 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" (refer to the below 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™ 1G installation folder-for example, “C:\Program Files (x86)\GL CommunicationsInc\PacketExpert\” or “C:\Program Files\GL CommunicationsInc\PacketExpert\”. Select DriverFiles folder under it, 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™ 1G Installation Guide provided in the USB installation (pen drive) stick.

For further queries, please contact GL Communications Inc.