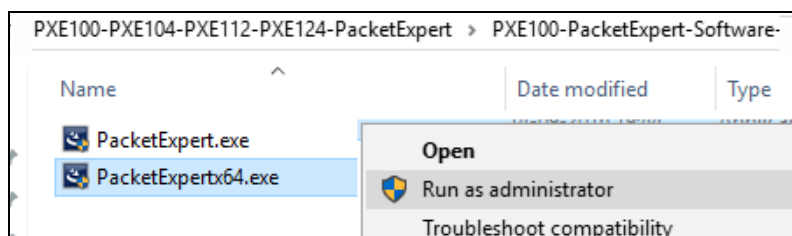


### Normal Instructions – Follow these precisely

**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 i3 to i7 or equivalent, 4 GB Memory, USB 2.0 Port.
  - 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.
- 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**".



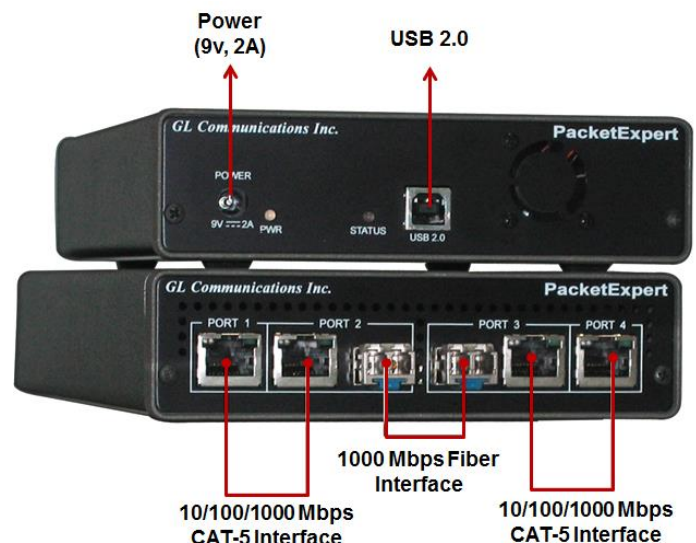
- Follow the onscreen instructions to install the software.

**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.

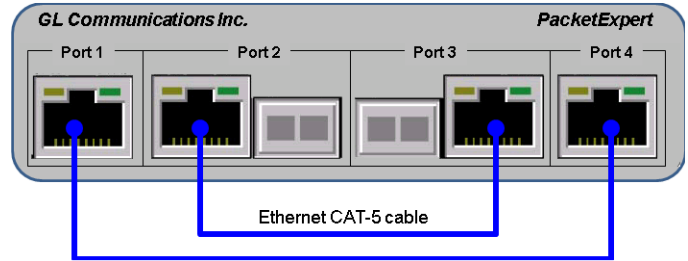
- Check that the power LED, next to the power inlet is glowing (blue), indicating that power supply is correct
- Then connect the PacketExpert™ 1G hardware unit to USB 2.0 port on PC using the USB cable provided by GL.
- At this point, the Operating System detects the PacketExpert™ hardware unit and the device driver for the new hardware is installed automatically.

NOTE: DO NOT CONNECT PacketExpert™ 1G unit to USB 3.0 Connector



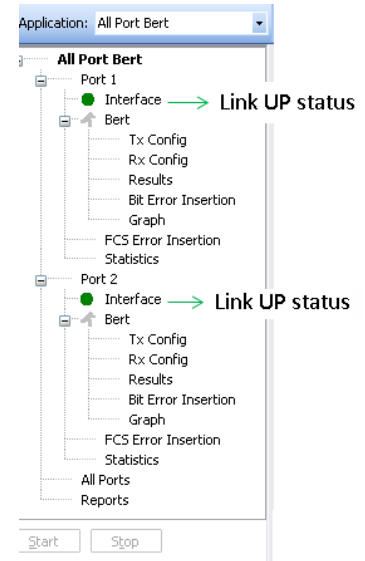
### Quick Checkout

- Connect the **1G Electrical ports** (Port 1 → Port 4, or Port 2 → Port 3) on the hardware unit using Ethernet CAT5 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.

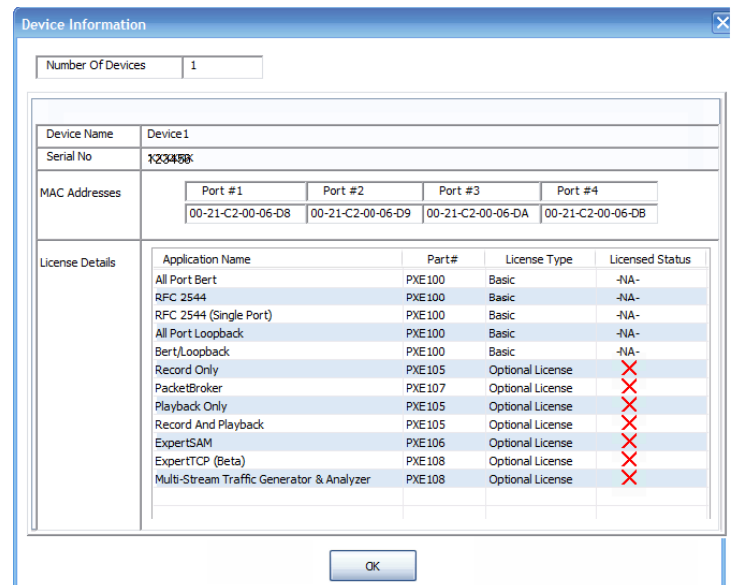


**Note:** The application may take some time to get started due to hardware and software initializations.

- 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 PC USB 2.0 port.
- Make sure that PacketExpert™ 1G is launched in Administrator Mode (Right-Click and select "Run As Administrator").
- Turn OFF Windows Firewall - navigate to Control Panel > Systems & Security > Windows Firewall, click Turn Off Windows Firewall for all networks.
- Check if PacketExpert™ 1G Board is connected to a USB 2.0 port. If connected to USB 3.0 port, change to USB 2.0 port and check again.
- 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:

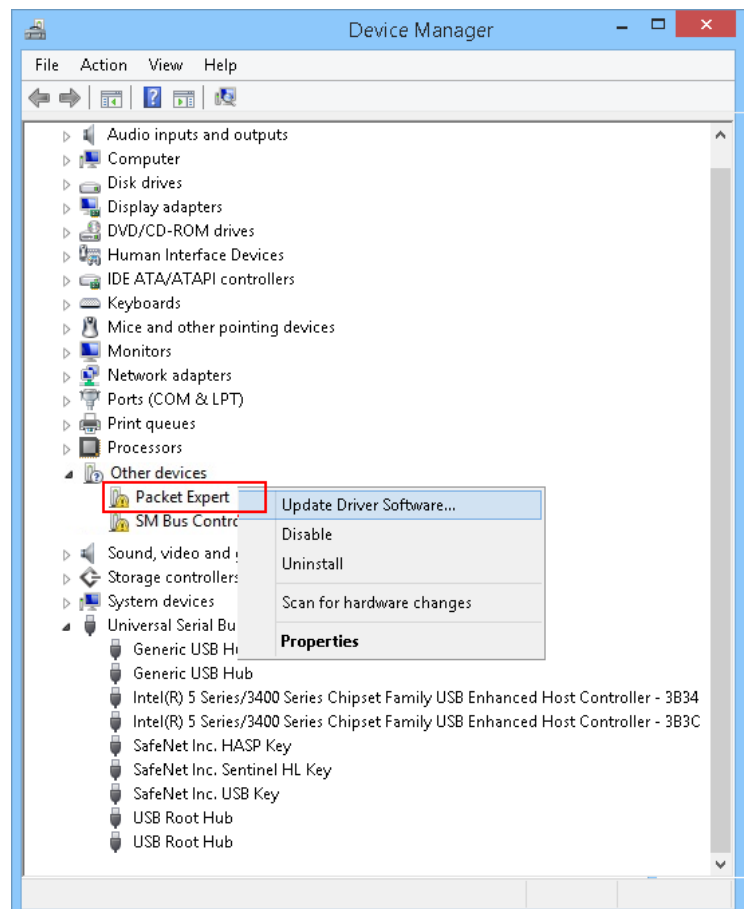
➤ First, invoke Device Manager. To invoke Device Manager window, right-click on **Windows Start** option and select → **Device Manager** from the list. (Or, go to **Control Panel → System and Security → System → Device Manager**)

➤ 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.