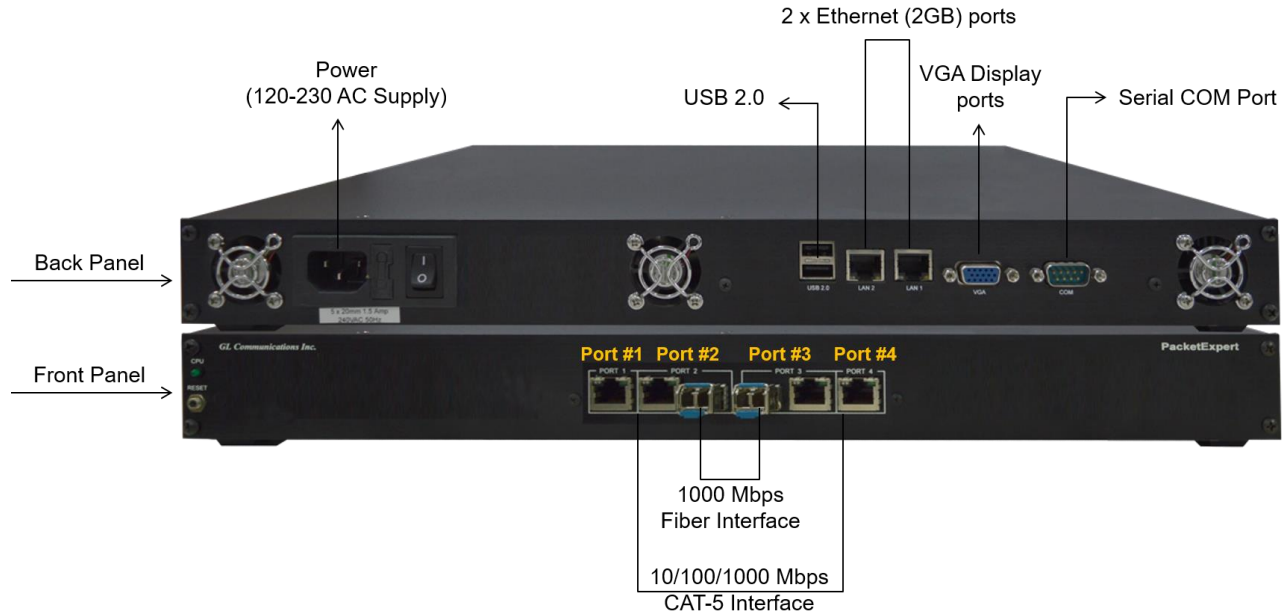


For the purchased **PacketExpert™ SA (4/ 12/ 24 ports)** product, you will receive a network appliance with all the necessary PC interfaces, Operating System, and PacketExpert™ devices. The appliance also includes required PacketExpert™ software, and licenses pre-installed. And therefore, you will need to only plug-in the monitor, and connect the network appliance to the power outlet.

PacketExpert SA (**PXE104**) is a 4-Port PacketExpert™ w/ Embedded Single Board Computer (SBC). SBC Specs: Intel Atom CPU, 4GB RAM, Windows 7 (32 bit), MSATA SSD, 2 USB Ports. 19" 1U Rackmount Enclosure.



PacketExpert™ SA (**PXE112**) is a 12-Port PacketExpert™ w/ Embedded Single Board Computer (SBC). SBC Specs: Intel Atom CPU, 4GB RAM, Windows 7 (32 bit), MSATA SSD, 2 USB Ports. 19" 1U Rackmount Enclosure. (If options, then x 3).

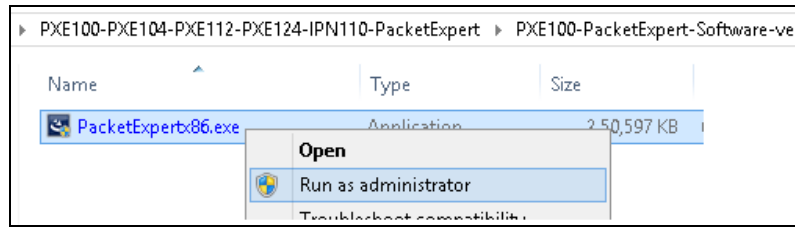


PacketExpert SA (**PXE124**) is a 24-Port PacketExpert™ w/ Embedded Single Board Computer (SBC). SBC Specs: Intel Atom CPU, 4GB RAM, Windows 7 (32 bit), MSATA SSD, 2 USB Ports. 19" 2U Rackmount Enclosure. (If options, then x 6).




Software Upgrade

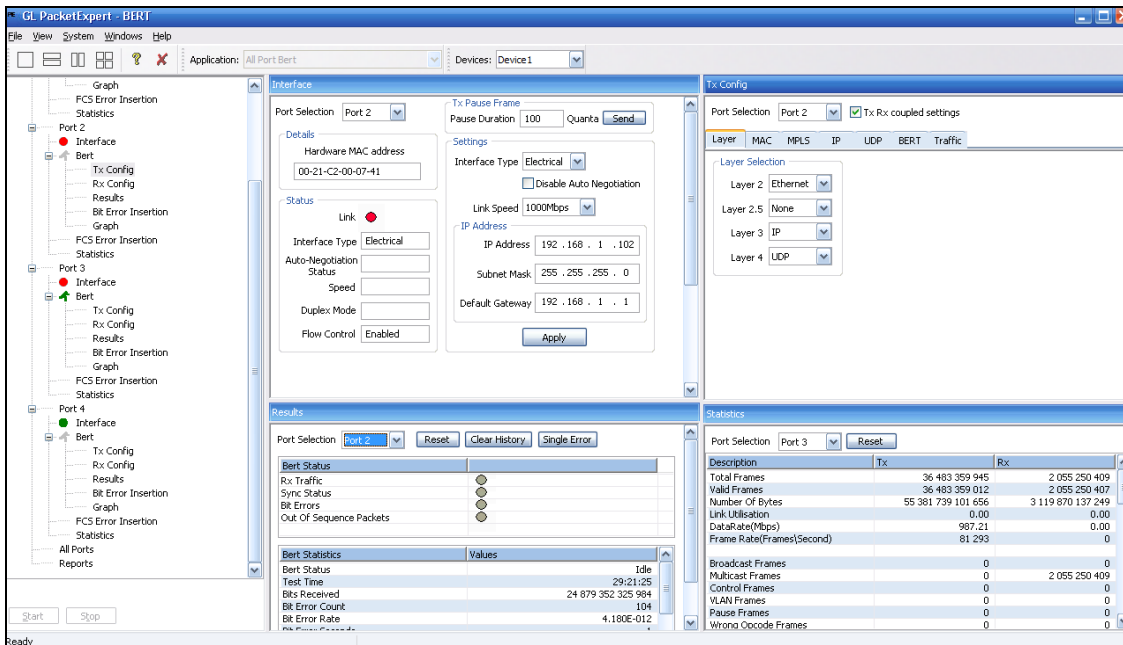
- Connect PacketExpert™ SA hardware appliance to power adapter and connect the power adapter to the AC power outlet.
- Switch ON the PacketExpert™ SA hardware appliance.
- Check that the CPU LED is glowing on the Hardware appliance, indicating that power supply is correct
- Connect the Monitor to the PacketExpert™ SA appliance after powering on the unit.
- 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-IPN110-PacketExpert\ **PXE104-PXE112- PXE124-PacketExpert-Software**. Right-click on **PacketExpertx86.exe**, and select "**Run as administrator**".
- **Note: DO NOT execute PacketExpertx64.exe as PacketExpert™ SA hardware appliance is on Windows 7 32-bit OS.**



- Follow the onscreen instructions to complete the software installation.
- **Note:** After PacketExpert™ software installation, user may be prompted for additional Winpcap installation. Please make sure to install it as well.

Quick Checkout

- Right click on the PacketExpert  icon created on the desktop and select "**Run as Administrator**" to launch PacketExpert application. The application should invoke without any errors and display the screen as shown in the figure.



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

- To perform self-tests, refer to [PacketExpert SA BERT Quick Verification Guide](#)

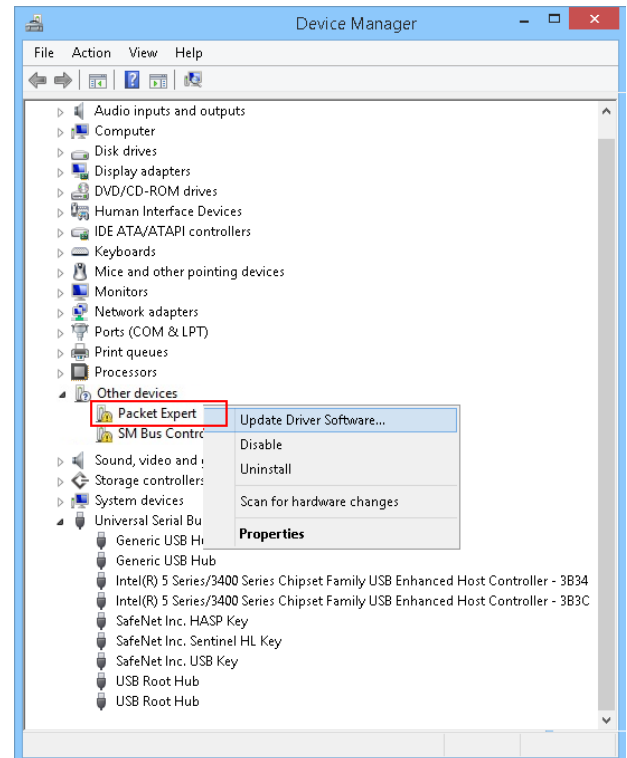
Troubleshoot

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



- Make sure that PacketExpert™ is launched in Administrator Mode. Follow the Quick Checkout section explained above, and make sure that the application is launched in Administrator mode (Right-Click and select "Run As Administrator").
- If you are still having problems, please refer to detailed instructions in the **PacketExpert™ Installation Guide** provided in the USB stick (PXE104- PXE112- PXE124-PacketExpert\ PXE104- PXE112- PXE124-PacketExpert-Documents folder**PacketExpert-1G-Installation-Guide.pdf**).
- Turn OFF Windows Firewall - navigate to Control Panel > Systems & Security > Windows Firewall, click Turn Off Windows Firewall for all networks.
- 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.



- For further queries, please contact GL Communications Inc at info@gl.com.