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-PXE124-IPN110-PacketExpert\ PXE104-PXE112-PAPEX124-PacketExpert-Software. Right-click on PacketExpertx86.exe, and select "Run as administrator".
- \textbf{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.
- \textbf{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.

\textbf{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 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.